

Your Feedback, Quality and Improvement

We value patient feedback and use it to continually evaluate our services. Feedback forms can be found at the reception desk along with a submission box. You can also ask to speak with the Practice Manager of your clinic or email
pm.mackay@eastbrookemedical.com.au

Medical Records and Privacy

Your medical record is a confidential document. It is the policy of this Practice to maintain security of personal health information at all times and ensure this information is only available to authorised members of staff.

Eastbrooke Medical Centres comply with the Privacy Act 1988 and the Australian Privacy Principles 2014 including the way we collect, store, use and disclose health information.

For more information, please ask for a copy of our Privacy Policy Statement at reception. Should you require access to your medical information held by this Centre, please discuss this with your Doctor or our friendly reception team on (07) 4944 9500.

Your Rights

If you have a problem with any aspect of the service you receive at our Medical Practice, we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please speak to the Practice Manager or your Doctor to discuss your concerns. If you prefer to write to us, please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Practice. However, if you feel the need to discuss a matter outside of the Medical Practice, you may contact the Health Quality and Complaints Commission:

Health Quality and Complaints Commission
GPO Box 3089
BRISBANE QLD 4740

Reminders System

Our Practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or reception know.

Results

If your doctor has requested any tests such as X-Rays or Pathology, you may be asked to come back in for another appointment or telephone call to discuss these. It is always best practice to call to check your results.

Minor Operations

In addition to standard General Practice service, we also offer a range of minor procedures such as Implanon insertion/removal, cryotherapy and minor suture lacerations. All of our surgical instruments are sterile.

Our Services

- Family Planning
- ECG
- Spirometry: Lung test
- Women's and Men's Health
- Minor Surgery
- Liquid Nitrogen for Cryotherapy/Excisions
- Hearing Tests
- Wound Care
- Lap Band Adjustments
- Dive Medicals
- Childhood Immunisations
- Travel Vaccinations and Advice
- Children's Health Check
- Sports Medicine
- Q Fever & Yellow Fever Vaccinations
- Pre-Employment Medicals
- Skin checks
- Health Assessments
- Care Plans



Patient Information Brochure

**22 Wellington Street
MACKAY QLD 4740**

Contact

Ph: (07) 4944 9500 **Fax:** (07) 4944 9599
Email: reception.mackay@eastbrookemedical.com.au

Hours of Business

| | |
|-------------------|-----------------|
| Monday - Friday | 8:00am – 5:00pm |
| Saturday / Sunday | Closed |
| Public Holidays | Closed |

About Our Medical Centre

Eastbrooke Ambrose Family Medical (originally known as Ambrose Medical Group) has been practicing since 1976. Since that time, it has grown to represent one of the largest Practices in the region. The guiding philosophy of the Practice has always been the quality of our patient care, and although medicine has changed, this remains our guiding principle.

Professional care of family and individuals is our mission and by attention to detail, listening to patients and adherence to the highest professional standards, we aim to ensure that the Eastbrooke Ambrose Family Medical traditions are upheld.

This practice has a no smoking policy.

- ✓ *Welcome Dr John McCormick! Dr McCormick joined us on 14th March. He is taking existing and new patients.*
- ✓ *We have a new Pharmacy! The Express Pharmacy opened on 4th Jan 2022. Andrew McMurtrie is our pharmacist and well known in Mackay.*
- ✓ *Flu season is nearly here! We anticipate the flu vaccines will be here towards the end of April 2022.*

Appointments with your Doctor

New and existing patients can use our online booking system on our website at www.eastbrookemedical.com.au . You can still call (07) 4944 9500 for an appointment. Longer consultations are available on request. Patients attending without a booking will be seen by a doctor at the earliest available time. Urgent medical problems will always be dealt with promptly.

Fees and Billing arrangements

The GPs at this practice privately bill consultations which may incur some out-of-pocket expenses. Department of Veterans Affairs cardholders will be billed to DVA. Pensioners and Health Care Card holders may be bulk billed at the discretion of the Doctor. Please check with our friendly reception staff if fees apply.

Consultation Charges

| | |
|------------------------|----------------------------|
| Short Consultation: | \$50.00 - Rebate \$17.90 |
| Standard Consultation: | \$85.00 - Rebate \$39.10 |
| Long Consultation: | \$130.00- Rebate \$75.75 |
| Extended Consultation: | \$170.00 - Rebate \$111.50 |

Payment is required at the time of your consultation. We accept Cash, Eftpos, Visa and MasterCard. If your doctor is referring you elsewhere, please be aware that there may be additional fees involved.

Home Visits

Our Practice can provide a house call service if necessary. Please phone to check with your regular doctor (07) 4944 9500.

Referrals

Patients are required to make an appointment with the doctor all for all referrals.

Interpreting Service

Our Practice has access to interpreting services. If you need an interpreter, please enquire at the reception desk or contact the below agency:
<https://www.tisnational.gov.au/> phone. 1300 131 450

Repeat Prescriptions

If it has been more than 3 months since your last visit, or your condition needs review, you will be asked to make an appointment for a repeat prescription. You may be charged for over-the-counter prescriptions. It is important to note that not all prescriptions can be given without face-to-face consultation.

Telephone Access

Patients of this practice are able to obtain information or advice related to their clinical care by telephone in a situation where the Doctor determines that this is clinically safe and that a face-to-face consultation is unnecessary.

Your doctor is available to take your phone calls - if, however, they are unavailable at the time of your call they will endeavor to return your call as soon as possible. Please call our reception staff on (07) 4944 9500.

Parking and Disabled Access

Ample off street car parking is available including designated disabled car parks. Time limited street parking is also available.

After Hours Emergency

Please call House Call Doctor, a convenient after-hours, in-home option – call 13 55 66.

For URGENT Medical attention, please call '000' immediately, or present to the Emergency Department at Mackay Base Hospital.

Meet Our Doctors

[Dr John Mackintosh \(MB, BS\)](#)

Languages: English

Dr Mackintosh has been with Ambrose Medical Group since 1981. Dr Mackintosh is available for consultations mornings only Monday to Friday. Existing patients only.

Special Interests: Geriatric Care

[Dr Richard Malone \(MB, BS, DipRACOG, FRACGP, DipPHC, GAICD\)](#)

Languages: English

Dr Malone was instrumental in the establishment of our Bridge Road Practice and is available for consultations Monday, Tuesday, Wednesday and Friday mornings, and all day on Thursdays. Dr Malone has an interest in Sports Medicine and is a member of Sports Medicine Australia. He is also an approved Medical Provider for Rowing Australia.

Special Interests: Sports Medicine, Preventative and Geriatric Medicine.

[Dr Chris Anderson \(MB, BS\)](#)

Languages: English

Dr Anderson has been with the Practice since 1983. Dr Anderson is available for consultations Monday to Thursday.

Special Interests: Family Medicine.

[Dr Rian De Waal \(MB, ChB, CCFB, FRACGP and EUNDUM Gradum\)](#)

TAKING NEW PATIENTS!

Languages: English

Dr De Waal immigrated to Australia and joined our Practice in 2002. Dr De Waal is available for consultations on Tuesday mornings, and all day on Thursdays and Fridays. New patients are welcome.

Special Interests: Family Medicine.

[Dr Damien Savage \(MB, BS \(Hon\), FRACGP\)](#)

Languages: English

After graduation he worked in Victoria for three years then moved to Queensland to work at the Mackay Base Hospital. Dr Savage is available for consultation on Mondays, Wednesdays, Thursdays and Tuesday afternoons.

Special Interests: General Medicine and Skin Cancer

[Dr John McCormick MB Bch, FRACGP, FACRRM, Dch, DRCOG, DIMC.](#)

TAKING NEW PATIENTS!

Languages: English, Spanish

Dr McCormick has acquired extensive hospital experience in Ireland, Scotland, England & New Zealand. Experience Includes Emergency Medicine, Anesthetics, Cardiology, Pediatrics, Psychiatry, Obstetrics & Gynecology, Family Planning, Gerontology, General Medicine & General Surgery.