

Mackay Family Medical Practice

4 Ways, Cnr Nebo and Bridge Rd
PO Box 5832 MMC
West Mackay QLD 4741
Phone: 07 4957 6999 Fax: 49531481



Patient Information Sheet

We would like to welcome you to our practice and provide the following information regarding our history, Doctors, staff and services.

History

As an accredited practice with AGPAL we are committed to quality improvement promoting health, well-being and disease prevention to all patients. We are endeavouring to respect your rights and needs and do not discriminate in the provision of excellent care aiming to treat all patients with respect.

Doctors

- Dr Ashwin Hansrajh MBBS, FRACGP
- Dr Masud Haque MBBS, FRACGP
- Dr Gary Saini MBBS, FRACGP
- Dr Maria Besa MD, FRACGP
- Dr Sajee Rathnayake MBBS
- Dr Aye Aye Mar MBBS
- Dr Kaung Victor Tun MBBS

Medical Staff

- Practice Manager Michelle
- Nurses Carolyn, Ann-Maree, Susan-Joy, Christina, Kristen & Marjolein
- Receptionists Kath, Suzie, Lindy, Denise, Tina & Donna

Practice Hours (by appointment)

Monday to Friday 8am to 5pm
Saturday & Sunday 9am to 1pm

Appointments

Our surgery is primarily run by appointments which can be made by phoning **4957 6999**.

Emergencies will always be given priority and our reception staff will do their best to contact patients if there is an unforeseen delay.

It is requested that individual appointments are made for each family member even though you may all come together, as only 10 minutes is allocated per appointment. If you feel you require longer than 10 minutes, please let the reception staff know when booking your appointment. This may carry a higher fee for your consult.

If you are unable to keep your appointment please phone the practice to cancel or reschedule. This will allow your appointment time to be allocated to another patient who needs it. Failure to cancel appointments may result in an account being issued to repeat offenders.

Fees

We are a mixed billing practice. The Standard consultation fee is \$70 for a non-concession holder. An immediate Medicare Rebate is available if you have your debit card with you. We generally bulk bill pensioners, health care card holders, veteran affairs and children under 16 years that have a valid Medicare card.

Some items are not covered under the Medical Benefits Scheme such as medicals or overseas travel vaccinations and cannot be Bulk Billed at all. It is also a requirement to validate Medicare Cards and Concession Cards at **each** visit. Please have these available on arrival for your appointment.

After Hours Service

This practice provides 24 hour care for our patients. If you require this service outside normal opening hours, the Doctor on-call is available by please calling 4957 6999 and listening to the answering machine message.

If you require urgent medical care call 000 or you can go to the Mackay Base Hospital Emergency Department on Bridge Road. Their contact phone number is **4885 6000**.

Patient Feedback

Patients can provide feedback via our Suggestion Box located on the reception desk. All feedback is appreciated to maintain and update quality service. Practice Manager: Michelle will respond to your feedback.

RENOVATIONS

Our practice is has recently undergone extensive renovations to bring you bigger, brighter and better facilities. We hope you enjoy the new look.

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Services Available

- Home visits
- Immunisations: children and travel
- Minor Procedures: Suturing cuts, removal of moles and sunspots, liquid nitrogen freezing therapy for sun spots and warts
- Implanon insertion/removal
- ECG: heart check
- Check-ups, Pregnancy Tests, Pap Smears, Spirometry, Ear Syringing
- Shared Anti-natal care
- Nutritional Advice, Diabetes Management
- Medicals: Drivers Licence, Pre-Employment Medicals
- Chronic disease management

Recall/Reminder System

As part of our ongoing care, we provide a reminder and recall service to our patients with regard to immunisations, pap smears, pathology and general health check-ups. You may receive a reminder via SMS or letter. Please advise reception if you would like to opt out of this service.

Medical Records

A health summary is provided after receiving signed authority, in the interest of ongoing patient health care. There is a minimum administration transfer fee of \$15.00 for your full medical records to be sent to another practice.



Test Results

When the doctor receives your test results and considers that a review appointment is necessary, one of the receptionists will contact you within 7 working days to arrange an appointment time. Receptionists do not have access to your results and are not permitted to give out or interpret any results over the telephone. Doctors require that an appointment be made to discuss these results.

Repeat Prescriptions

Ongoing prescriptions for regular patients are available from your doctor at the time of your consultation. Repeat scripts are NOT available over the phone as of the 1st September 2015. A consultation is always required.

Vaccine Purchases

We encourage patients to give the receptionist any purchased immunisations **immediately** upon arrival prior to your consultation.



Personal Details

It is our practice policy to update your Medicare Card, Healthcare/Pension Card (if applicable) and personal details at every visit. This allows us to keep your most current details should we need to contact you in emergencies. Self-identifying your cultural background allows us to provide optimum services.

Communication Policy

Obtaining advice or information relating to your clinical care is important. Where a consultation may be unnecessary the nurses or reception staff can relay your phone or email query to your doctor and then call you back with the doctors response. Our practice sends appointment reminders via SMS for some appointments. Personal health information or sensitive information is unable to be emailed back to patients as is not possible to guarantee that electronic communications will be private. Patients can request a copy of our policy on receiving and returning electronic communication.

Management of Health Information

This practice adheres to the provisions under the Privacy Act, therefore it is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised personnel. If you would like a copy of our full privacy policy, please talk to your doctor or the receptionist.

Access to your Health Information

Patients have the right to access information contained in your medical record; please ask reception for further details.

Complaints

Your concerns are important to us. Complaints can be made by speaking to the doctor, receptionist or the practice manager or by filling in a complaint form or by writing/ email us. Michelle the practice manager will respond to all complaints. We take your comments very seriously, however if you decide to take the matter further or feel that you need to discuss the matter outside this practice contact the:

Office of the Health Ombudsman
Ph. 133646
PO Box 13281 George Street
Brisbane Qld 4003
complaints@oho.qld.gov.au