Mackay Family Medical Practice

Patient Information Sheet and News Letter

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 Masud Haque MBBS, FRACGP
- Dr Gary Saini MBBS, FRACGP
- Dr Maria Angeles MD, FRACGP
- Dr Kaung Victor Tun MBBS
- Dr Sanjida Akhter MBBS, FRACGP
- Dr Diki Lachungpa MBBS
- Dr Rajaswi Sainju MBBS, FRACGP
- Dr Samia Haider MBBS
- Dr Muneeb Khan MBBS
- Dr Nida Qureshi MBBS

Medical Staff
Practice Manager: Liezle
Office Manager: Donna
Nurses: Carolyn, Susan-Joy, Kristen, Marjolein, Aizel, Shae and Janellah
Receptionists: Sue, Kath, Lindy, Tina, Deariah, Tammy, Dawn and Sam

Appointments
Our surgery is primarily run by appointments please call **4957 6999.**

You can also download the HotDocs app. And book online

Phone consultations are also available for our regular patients, unfortunately new patients do not qualify for this option.
Please be aware normal fees apply for phone consultations the same as a consultation in clinic

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 12 minutes is allocated per appointment. If you feel you require longer than 12 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 will incur a $10 fee.**

Fees (effective form the 1st October 2019)
We are a mixed billing practice.
Standard Consult - $80.00 **(non-concession card holder).**
Healthcare Card holder - $60.00 (reduced fee)
Pension Card and Children under 16 with a **CURRENT** Medicare card will be **Bulk Billed for a STANDARD CONSULTATION**

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 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 or you can email pracmanager@mackayfamily.com.au.
All feedback is appreciated to maintain and update quality services. Practice Manager – Liezle will respond to your feedback.

COVID 19

Queenslanders have done an excellent job and we all need to continue working together to prevent and manage the spread of COVID-19 in Queensland.
If you have travelled interstate to any of the HOTSPOTS in the last 14 days **OR** had close contact with someone diagnosed with or suspected of having Coronavirus in the last 14 days and have **ANY** of the following symptoms:

- Fever,
- Cough,
- Sore throat,
- Shortness of breath

DO NOT BOOK ONLINE/ OR PRESENT at the clinic. If you are unwell with flu-like symptoms (e.g., sore throat or runny nose), get tested for COVID-19 and stay home.

COVID Vaccination Clinic Information

I clinic will be start our Covid-19 Clinic at the start of July, please call the clinic on 4957 6999 to book for these clinics, we will start with patients in the age group 50 + first.

For patients all patients 40-49 please see below information

You can now register to receive your COVID-19 vaccination at the vaccination hub at CQUniversity's city campus here in Mackay on Sydney Street.
Disability and aged care workers are also being urged to register and will be given priority.
www.vaccinebookings.health.qld.gov.au
to register and keep checking your emails for your appointment advice.
It's a good idea to wear a short sleeve shirt, bring a water bottle and park in the CQUniversity Mackay City Campus carpark which can be accessed via Shakespeare or Wood Streets.
Remember, the COVID-19 vaccine is your choice, it's free and remains the best way to protect yourself and your community from serious illness.

We would like to thank all our Patients that has participated in our Practice Accreditation and Improvement Survey this is a tool for engaging and welcoming the options and perceptions of our patients