



MAROOCHYDORE 7 DAY MEDICAL CENTRE

150 Horton Parade, Maroochydore 4558

8.00am –6pm Mon-Fri

8am-1pm Saturday

Closed Sunday & Public Holidays

Closing times are subject to Doctor Availability

Mission Statement

Maroochydore 7 Day Medical Centre provides primary, continuing, comprehensive whole patient care to individuals and families from the one convenient location that is accessible and available to all members of the community.

Accreditation

Our practice is committed to quality improvement and is accredited with AGPAL

Appointments

Our appointment schedule runs between 8am and 5pm Monday to Friday.

After 5pm weekdays and on Saturday morning, patients are seen on a 'walk in' basis

If a longer consultation is required, please advise our receptionist when making the appointment. Priority will be given to patients in emergency situations, eg: fractures, seizures, cardiac problems, asthma and lacerations

To make an appointment, please phone Monday to Friday between 8.30am and 5pm

Home Visits For ongoing patient care, when medically or socially indicated, a Medical Practitioner from the Surgery is available to attend at home, nursing home or hospital, to provide a medical consultation

After Hours For After Hours medical attention, please phone 0438 778 078

Alternatively, a Doctor is available at Kawana Waters 7 Day Medical Centre until 9pm Monday to Friday and 5pm weekends (subject to Doctor availability) Their contact number is 5444 7544

Medical Centre Staff All Doctors at this Practice have satisfied the training requirement of the Royal Australian College of General Practitioners. This means the Medical Centre has a commitment to General Practice and continuing education

Phone Calls Messages will be relayed to the Doctor and calls will be returned either between patients or at the end of morning or afternoon surgery. Urgent calls will be put through to the Doctor or nurse

Your Privacy, Our concern In accordance with the Privacy Act (1998), all information collected in this practice is treated as "sensitive information". To protect your privacy this practice operates strictly in accordance with the Act.

We use information you provide, to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management, (eg pathology, xray)

If you have a question as to how we handle your personal health information, or need to arrange access to your records, please ask your Doctor, or Practice Manager, as appropriate

Privacy Policy A copy of our Privacy Policy is available at the surgery

Doctor of Choice may be requested when making your appointment

Doctors Interests

Women's Health, Pregnancy Care, Men's Health, Adolescent Health, Children's Health and Immunisation, Indigenous Health, Counselling, Dermatology, Diabetes, Asthma, Travel Medicine and Dive Medicine.

Services

A pharmacy, QML Pathology and QDI (X-ray) are situated directly next door for our patient's convenience. The Medical Centre offers extra services including Dive Medicals, Insurance Medicals, Commercial Drivers Licence Medicals, Pre-Employment/Industrial Medicals, Travel Medicine (including Yellow Fever)

Ambulance Transport may be arranged by the nurse if necessary

Repeat Prescriptions are available. The Prescribing Doctor will see the patient on collection of the prescription

Vaccination service is available Monday to Friday, through our Travel Clinic

Travel Advice is given in conjunction with The Travel Doctor (TMA) and Medical Advisory Service for Travellers Abroad (MASTA)

The surgery is a registered 'Yellow Fever' vaccination clinic

Sterilisation All instruments are scrubbed, dried, packaged and autoclaved after each use. Our autoclave is validated annually, meeting the requirements of the Council of Australian and New Zealand Standards. This guarantees our patients their personal safety

Payment

Children less than 16 years are direct billed at all times, if registered with Medicare.

Upon presentation of a Medicare Card and **Concession** card, patients will be direct billed between the hours of 8am and 5pm Monday to Friday

Non-Concession Cardholders pay a minimum fee of \$60

Weekend fees: Saturday \$70 (inc concession card holders)

Overseas visitors will be charged a fee, which may be claimed on their overseas travel insurance

Recalls At the time of your consultation your doctor will discuss the need for a further appointment to discuss your test results. If no appointment has been made, the surgery will contact you in the event of an abnormal result

Reminders

Our practice is committed to preventative care. A reminder system is offered for Pap smears, blood tests, immunizations, mole screening and preventative health services. Please advise reception staff if you do not wish to be included in our reminder system

Results

Your Doctor will ask you to make an appointment for test results. At times your Doctor may wish to advise you of your results by telephone, if so, your Doctor will ask you to phone for the result

Suggestions/Input

We value your input and endeavour to act upon reasonable suggestions and requests

Patient Feedback We welcome any suggestions or concerns you may have with respect to any service or care provided at the Medical Centre.

We believe that problems are best directed to the Centre, either to your Doctor, or to our Practice Manager, Mrs. Judy Lum.

Alternatively, Office of Health Ombudsman, PO Box 13281, George Street, Brisbane 4001