



# Stafford City Doctors

## General Information for patients

### **Services that we offer:**

General medical care for all ages | Family Medicine | Accidents & Emergencies | Minor surgical procedures | Antenatal Care | Family Planning Advice | Contraception Advice | Disease Prevention | Travel Medicine & Vaccinations | Child & Adolescent Health | Chronic Disease Management | Iron Infusions | Lap Band Adjustments Weight Management | Pre-Employment Medicals | Worker's Compensation Care | Implanon Removal and Insertion | Ear Suctioning and Toileting Diabetes Care and Management | Mental Health | Skin Checks

### **Appointments:**

Please phone **(07) 3356 7744** for an appointment. Every effort will be made to accommodate your preferred time and GP. Bookings can be made online at our website. Longer consultation times are available. Please ask our receptionist if you require an extended consultation. One appointment is required for **each** family member. Online bookings can also be made via Health Engine.

**Please inform the receptionist if you consent to SMS appointment reminders.**

In case of an accident or emergency, please do not hesitate to phone reception and an urgent appointment will be arranged.

### **After Hours Care and Home Visits**

**For URGENT medical attention after hours, please telephone 000.**

Our Practice provides 24 Hours care to our patients using **National Home Doctors Service- 13 SICK** as our deputising service. For non-urgent care outside the normal practice opening hours, please call National Home Doctor Service on 137 425.

Our practice does not routinely provide Home Visit Consultations. Selected Doctors provide a home visiting service to long term patients who reside in the local area and are regular patients of the practice. This service is to provide care to patients who are too sick or infirm to attend the surgery and in emergencies. These visits will be carried out at a convenient time as arranged with the treating Doctor. In this instance, discuss your request with our reception staff.

### **Consultation & Procedural Payments**

**Our practice is a Mixed Billing Practice. Bulk Billing is available for Aged and Disability Pensions and Children under 16.**

Please refer to the Pricing Section of our website for our fee structure. **We do not give accounts.**

Please be advised additional fees may be applicable due to treatments required. Referred investigations may incur additional costs. Please check with the provider prior to booking appointment.

### **Save on time with Tyro:**

When you pay for your consultation, you can choose to have the Medicare benefit paid directly into your nominated bank account by electronic funds transfer (EFT). To have your rebate paid this way you will need to have your current Medicare card and EFTPOS card on hand. Ask at reception for further details.

### **Emergencies and Delays:**

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

### **Contacting your Doctor:**

Telephone interruptions to our Doctors are only for emergencies. However, if you would like to leave a message with our receptionist, we will arrange with the Doctor to return your call at their earliest convenience. You may also ring to speak with our Registered Nurse regarding any health concerns. Email enquires are welcome to [admin@staffordcitydoctors.com.au](mailto:admin@staffordcitydoctors.com.au) and our reception staff will endeavour to follow up in a timely manner. *Please note, our practice does send patient health information via email.*

### **Pathology Results**

Your doctor will advise when they expect your results to arrive at the practice. Each doctor informs patients of results differently. Ask your doctor or receptionist to find out when and how test results are provided.

### **Reminder and Recall System**

Our practice is committed to preventive care. Your doctor will seek your permission to be included on State and Territory registers as well as our own Reminder and Recall system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. **Patients will now be notified through Health Engine via SMS for Results, Clinical Reminders for preventative care and GP follow-up appointments. Please ensure your Mobile Phone contact number is up to date with reception.**

If you do not wish to be part of this system please inform your doctor or practice nurse.

### **Change of Personal Particulars:**

Please notify our receptionist of any changes to your personal particulars – address, phone numbers, marital status and any other relevant details.

### **Management of your Personal Health Information:**

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times. Medical information is only available to authorised members of staff involved directly with your care.

### **Patient Feedback:**

We are constantly striving to improve the quality and service to our patients. We value your input and any suggestions you may have that could assist us in enhancing the quality of our services. If you have any suggestions, please do not hesitate to speak to one of our friendly reception staff or Practice Manager.

### **Your Rights:**

Please find following contact details for the formal complaint bodies for Queensland.

#### **QUEENSLAND**

Office of the Health Ombudsman  
PO BOX 13281  
GEORGE STREET  
BRISBANE QLD 4003  
133 646

[www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)



Quality  
Innovation  
Performance

**Stafford City Doctors is an AGPAL Accredited General Practice**