

EVERYDAY SERVICES

GP Services
Aboriginal Health Workers
Registered and Enrolled Nurses
Care Co-ordinator Nurse
Outreach Workers
Team Leader
Transport
Pathology

Allied Health and Visiting Specialist Services

Paediatrician
Occupational Therapist
Speech Pathology
Hearing Health

Privacy Statement

This Clinic collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. These records are the property of the Clinic, and to obtain a copy of these records completion of a "transfer of records" form will require your signature. Our policy is to release the medical records to the medical Centre that you will be transferring to. The doctor can authorize a copy of your records. If you require your records from your Doctor or wish to discuss these records this can also be discussed with your Doctor.

CONTACT INFORMATION

MUMS AND BUBS CONTACT DETAILS

5 Charles Ave, Woodridge QLD 4114
Monday 8.30am - 5pm
Tuesday - Friday 8.00am - 4.30pm
Phone: (07) 3029 6527
Fax: (07) 3208 1641



WOOLLOONGABBA CLINIC

55 Annerley Road, Woolloongabba QLD 4102
Monday 8.30 am - 5pm
Tuesday - Friday 8.30 am - 4.30pm

MEDICAL CONTACT DETAILS

Phone: (07) 3240 8953 / (07) 3240 8924

ADMINISTRATION (07) 3240 8900

DENTAL: (07) 3240 8922

Fax: (07) 3256 6579

www.atsichsbrisbane.org.au

NORTHGATE

313 Melton Road, Northgate QLD 4013
Monday 8.30 am - 5pm
Tuesday - Friday 8.30 am - 4.30pm
Phone: (07) 3240 8903 / Fax: (07) 3256 6579

BROWNS PLAINS

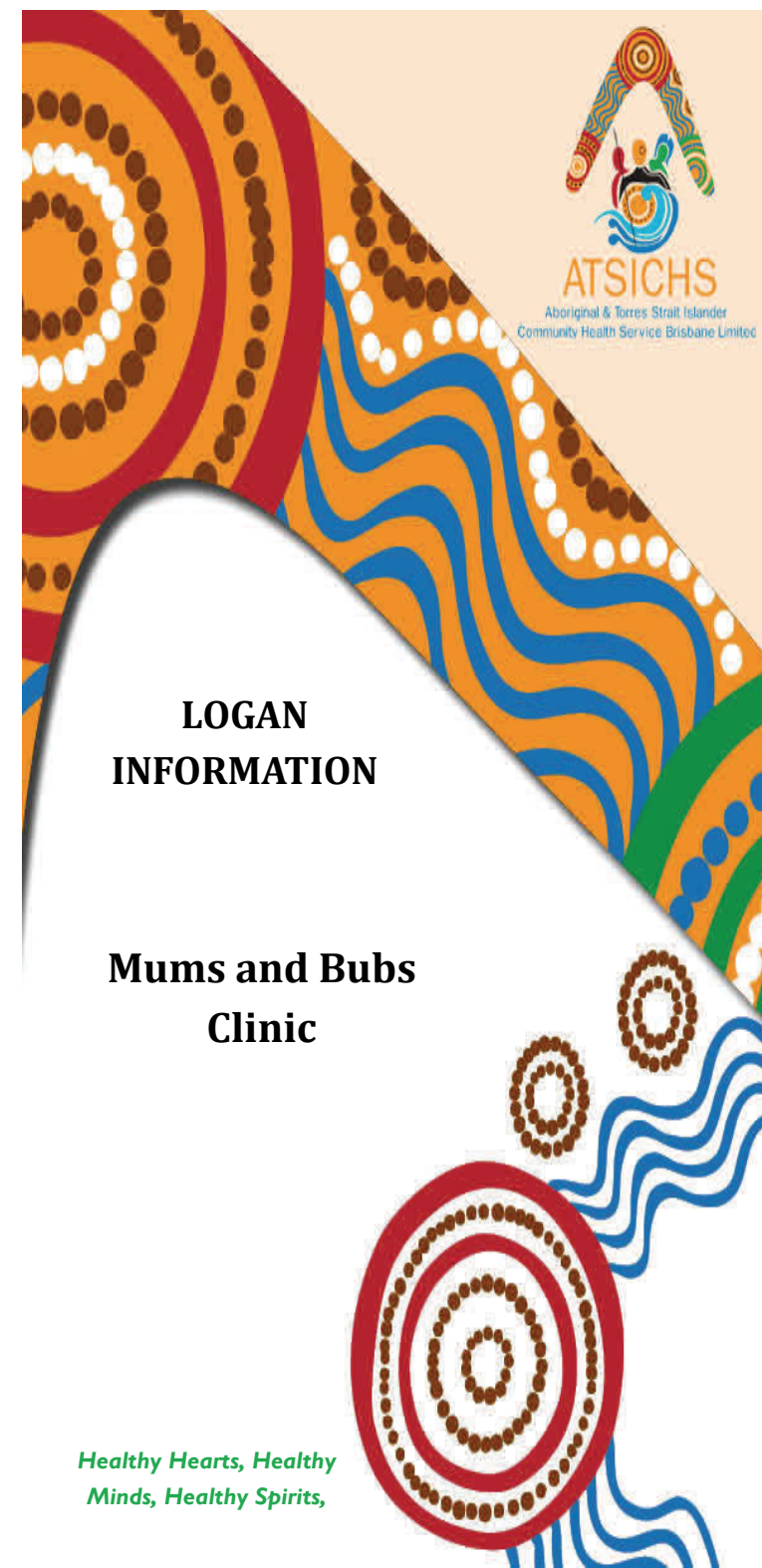
20-24 Commerce Drive, Browns Plains QLD 4118
Monday 8.30 am - 5pm
Tuesday - Friday 8.30 am - 4.30pm
Phone: (07) 3239 5300 / Fax: (07) 3800 4316

ACACIA RIDGE

1277 Beaudesert Road, Acacia Ridge QLD 4110
Tuesday - Thursday 8.30 am - 4.30pm
Phone: (07) 3029 6502

LOGAN

41 Station Road, Woodridge QLD 4114
Monday 8.30 am - 5pm
Tuesday - Friday 8.30 am - 4.30pm
Phone: (07) 3240 8940 / (07) 3290 5689



Aboriginal & Torres Strait Islander
Community Health Service Brisbane Limited

LOGAN INFORMATION

Mums and Bubs Clinic

Healthy Hearts, Healthy
Minds, Healthy Spirits,



APPOINTMENTS

Please telephone (07) 3029 6527 to arrange an appointment. Every effort will be made to accommodate your preferred time. **Longer** consultations are available if needed. **Walk in** appointments are accepted however booked appointment and emergencies will always take first priority .

HOME VISITS

Home visits are offered on the basis of clinical needs. Home visits are offered after hours by Australian After Hours Doctors – 1300 466 337

AFTER HOURS ARRANGEMENTS

This Clinic provides after hours care of patients through **Australian After Hours Doctors**. If this service is required please contact **1300 466 337 or (07) 3299 5259** and your call will be answered. **Please remember if this is a case of an emergency dial 000.**

FEE POLICY

The Doctors at this Practice bulk-bill all patients. However, we do ask that you bring your Medicare Card, Health Care Card and a pension card if you have one. If you are not a holder of a current Medicare Card there will be a fee. **\$95.00** private standard consultation, **\$100.00** is for a private longer consultation. Payment must be paid at the time of consultation.

TRANSPORT

Transport is available for certain patients who meet the current transport policy. Please ask reception when making an appointment.

TELEPHONE ACCESS

Doctors of this practice may be contacted during normal surgery hours. Your call will always be transferred through to the doctor or nursing staff in a case of an emergency. After hours messages will be taken and returned at the earliest convenience. Please remember in the case of an **emergency please call 000** or after hours service **(Australian After Hours) on 1300 466 337**. This applies to after normal clinic hours, and they will assist you.

PATHOLOGY

Pathology is attended to by our Nursing staff and Health Workers. Couriers collect from our Clinic on a regular basis throughout the day. Pathology services are also located nearby. Staff will direct you to this location if required.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Management of your personal health information is treated with the strictest confidence. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. Confidentiality Agreements are in place for all members of staff including visiting personnel to the clinic.

THIRD PARTY CONSENT

You are welcome to have a support person with you in your consultation.

We provide training for medical or nursing students. We will ask your permission for students to be present during your consultation.

PATIENT CONSENT – NATIONAL / STATE / TERRITORY REMINDER SYSTEMS

This Clinic participates in the National, State, Territory Reminder Systems. If you do not wish to participate please advise us accordingly. You do have an option and this is noted on the bottom of your Patient Health Summary. Reception staff are available for more information if required.

INTERPRETER SERVICE

An Interpreter service is available for those patients who may require assistance. If this service is required please speak with our reception staff who will be eager to assist you.

RESULTS/ RECALLS / REMINDERS

Patients will need to make an appointment with their doctor or another doctor at this practice to obtain their results. Due to the “privacy act” we are unable to give this information out over the telephone. However, if these results are abnormal we will contact you.

YOUR RIGHTS

If you have a problem, we would like to hear about it. Please feel free to talk to your Doctor or Practice Staff. It is the Practice Policy to request these complaints either in writing or at a private discussion. You are welcome to write to us, use our suggestion box, or contact the Practice Manager directly. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside the surgery, you may contact::

THE OFFICE OF THE HEALTH OMBUDSMAN

**PO Box 13281
Level 12, 400 George Street
BRISBANE QLD 4003**

Phone: 133 646