

## Don't have transport?

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

## I need to contact the doctor

Doctors at this practice may be contacted during normal surgery hours. Your call will always be transferred through to the doctor or nursing staff in the case of an emergency. After hours messages will be taken and returned at the earliest convenience.

Please remember in the case of an emergency call 000 or for after hours service (Australia After Hours) on 1300 466 337.

## Pathology

Pathology is organised 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 these services if needed.

## Results, recalls and reminders

You will need to make an appointment with your doctor or another doctor at this practice to get your results. Due to the *Privacy Act* we are unable to give this information out over the telephone. However, if your results are abnormal we will contact you.

## Interpreter service

An interpreter service is available for those patients who may require assistance. If you require an interpreter please speak with our reception staff.

## Contact info...

### Northgate Medical Clinic

The Northgate Medical Clinic is located at 313 Melton Road, Northgate QLD 4013.

#### Our clinic hours are:

Monday, 8.30am-5:00pm

Tuesday-Friday, 8.30am-4:30pm

To contact the Northgate Medical Clinic call us on 3240 8903 or fax 3256 6579.

## Keep in touch...

Check out our website [www.atsichsbrisbane.org.au](http://www.atsichsbrisbane.org.au)

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# Northgate Medical Clinic



**ATSiCHS**  
BRISBANE

# Welcome to our Northgate clinic...

We provide a range of health care services for our community.

The clinic is the first point of contact for patients when you come to see us. You will be assessed and then any relevant referrals made.

## We're here to help...

We offer a range of services.

### Specialist Services & Allied Health

A range of medical specialists and allied health professionals regularly work from our clinic including:

- Alcohol & Other Drug Counsellor
- Physio
- Nutrition
- Eye & ear checks
- Foot specialists
- Child Occupational Therapist
- Paediatrician
- Child Speech Therapist

Please see our receptionists to make an appointment with one of the regular visiting services.

## Social Health

Our social health team can help you with counselling including drug and alcohol, social and emotional wellbeing counselling, mentoring, men's and women's groups and mental health advocacy.

## School health checks

Our clinic has an Aboriginal Health Worker and a Community Liaison Officer. We are happy to come out to schools in our local area.

## Do you have a chronic illness?

We have care coordinators who can help you manage all your health needs.

## Our staff

We have a dedicated and friendly team of doctors, practice manager, nurses, Aboriginal and Torres Strait Islander health workers, care coordinators, community liaison officers, outreach workers, transport drivers, receptionists, and a wide range of specialised health professionals.

## How do I make an appointment?

Call us on 3240 8903 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 appointments and emergencies will always take first priority.

## Our fees

Northgate Clinic is a BULK Billing practice. When you come in for a doctor's appointment, please make sure you bring along your Medicare card, health care card, pension card and/or DVA card with you.

If you don't have a card there will be a minimum fee of \$95.00 for a standard consultation. We request that payment be made at the time of consultation.

## Are home visits available?

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

## Is there an after hours service?

Northgate Clinic provides after hours care to patients through **Australian After Hours Doctors**. If this service is required please contact **1300 466 337** or **07 3299 5259**.

Always remember in an **emergency** dial **000**.

