



# WELCOME TO OUR CLINIC

INFORMATION FOR PATIENTS



# WELCOME TO OUR CLINIC

**We provide a comprehensive range of medical services to our community.**

**We have a shared database so your information is available between all our clinics.**

**To make sure you get the best out of your appointments, please read the info in this brochure.**

## **Making appointments**

To make an appointment call our clinic receptionists. Numbers for each of our clinics are in this brochure. Every effort will be made to accommodate your preferred time. Longer consultations are available if needed.

We do accept walk in appointments, however booked appointments and emergencies will always take first priority.

When you arrive for your appointment, please make sure you advise reception. They will ask you for identification. Correct patient identification is vital for patient safety and the maintenance of confidentiality.

If you are unable to attend a scheduled appointment, please phone us and let us know. You can help us by ensuring all your contact details are up to date.

## **Our fees**

Our clinics BULK Bill. When you come in for an appointment, please make sure you bring your Medicare card, health care card, pension card or DVA card.

If you don't have a card there will be a minimum fee of \$95.00 for a standard consultation and \$100 for a longer consultation. We request that payment be made at the time of consultation.

## **Our opening hours**

Our clinic opening hours are:

**Monday** | 8:30am-5:00pm

**Tuesday-Saturday** | 8:30am-4:30pm

Some of our clinics have extended opening hours. This varies from clinic to clinic. Please contact the clinic directly to find out more or visit our website at [www.atsichsbrisbane.org.au](http://www.atsichsbrisbane.org.au)

# YOUR RIGHTS

All staff at ATSICHS Brisbane's medical clinics are committed to providing a high standard of patient care at all times but we know misunderstandings can occur or a complaint may arise.

Talking with us will quickly and easily resolve most problems. It also will help us to identify ways we can improve.

If you have a complaint, please ask to speak to the Practice Manager. Your complaint will be taken seriously and if we are unable to resolve the problem immediately, it will be investigated and you will be given regular updates and notified of the outcome.

You can put your complaint in writing if you prefer.

## Your rights

We would always prefer complaints and issues to be brought to our attention first so we have the opportunity to address or rectify them immediately. However, you may choose to contact Queensland's health services complaints agency, The Office of the Health Ombudsman, by calling them on **133 646**, emailing them at **[complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)** or sending information to PO Box 13281, George Street, Brisbane QLD 4003.



## Getting the results of tests or procedures

If your doctor has asked you to have tests performed, it is important that you make an appointment to review the test results. The doctor will advise you when they expect results to arrive at the clinic.

As a general rule you will need to phone us and make an appointment to discuss your results. Giving results in person is the safest medical practice. We apologise for any inconvenience this may cause and ask for your co-operation.

If there are no concerns with your test results you will not receive a call from our clinic.

However, if your results are abnormal we will contact you and ask you to make an appointment with one of our doctors.

## Reminders and recalls

Our clinics are committed to preventative care and we may send you reminder notices or practice information from time to time. These are often part of national, state and territory reminder systems. This is a free service. If you do not want to receive a reminder letter please notify reception staff so we can take you off the reminder list.

We may also contact patients that require review as a recall. All contact relating to recall patients is documented in the patient file for future reference. Patients contacted as part of a recall are strongly advised to attend follow up appointments. If the review is urgent one of our nurses or doctors will contact you.

## Pathology

If you need pathology tests these will be organised by our nursing staff and health workers. Couriers collect from our clinics on a regular basis throughout the day. Pathology services are also located nearby. Staff will direct you to these services if needed.



## Third party consent

You are welcome to have a support person with you in your consultation. We may make a note in your medical record that you attended your appointment with a support person.

Also, we provide training for medical and nursing students. We will ask your permission for students to be present during your consultation.

## Your medical records

Your medical record is the property of our clinics. We want to ensure that you can continue to get properly looked after if you move to another doctor so we will do our best to transfer your records quickly once we have your written consent.

To get a copy of your medical record, or any part of it, we need to check your identity and get consent from you, preferably in writing. Your doctor is able to discuss your medical record with you and can authorise a copy of your records.

## Interpreter service

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

It is important that you always keep your contact details up to date, including your preferred telephone number, so that we are able to contact you if needed





# WE VALUE YOUR FEEDBACK

Our clinics seek and respond to our patients' feedback on their experience of our practice and care so that we can provide the best possible service.

## **Suggestions**

Do you have any feedback about us? Is there any aspect of our care that could be improved?

We would love to hear your feedback or suggestions!

Your input is used to help us improve our services and target areas for improvement.

Feedback forms are available in our waiting rooms and on our website. Completed forms can either be placed in the feedback box or handed to one of our staff members.

You may put your name on the feedback form if you wish or you may remain anonymous. Your comments are always treated in confidence.

## **Your privacy is important**

Your medical record is a confidential document. It is our policy to maintain security of your personal health information at all times and to ensure this information is available only to authorised members of staff.

A copy of our privacy policy, which includes information about how to request access to your own personal health information, can be obtained at reception and is also available on our website. Our clinics collect personal health information and safeguards its confidentiality and privacy in accordance with the *Privacy Act* and Australian Privacy Principles.





### Is there an after hours service?

We provide after hour services through Australian After Hours Doctors. To make an appointment call **1300 466 337** or **07 3299 5259**. For more info go to **[www.1300homedr.com.au](http://www.1300homedr.com.au)**. Always remember in an emergency call **000**.

### Are home visits available?

Home visits are offered on the basis of clinical needs, for example if you have significant difficulty in getting out of the house.

If you need a home visit after hours contact Australian After Hours Doctors on **1300 466 337** or **07 3299 5259**.

### Need transport?

Transport is available for certain patients who meet the current transport policy. Please ask reception when making an appointment or read a copy of our transport brochure.

### Contact with our clinics

Our clinics may be contacted during normal surgery hours. In the case of an emergency or urgent medical problem, your call will be transferred through to our nursing staff for triaging. Otherwise, a message will be taken and returned at the earliest convenience.

Please remember in an emergency always call **000**. For after hours contact Australia After Hours Doctors on **1300 466 337**.



# OUR CLINICS



## Browns Plains

20-24 Commerce Drive  
(Cnr Eastern Road and  
Weber Drive)

Browns Plains QLD 4118

☎ 3240 8900

🚗 3800 4316

## Logan

41 Station Road

Logan Central QLD 4114

☎ 3240 8900

🚗 3290 5689

## Loganlea

Unit 4 | 653 Kingston Road

Loganlea QLD 4131

☎ 3240 8900

🚗 3805 1984

## Northgate

313 Melton Road

Northgate QLD 4013

☎ 3240 8900

🚗 3256 6579

## Woolloongabba

55 Annerley Road

Woolloongabba QLD 4102

☎ 3240 8900

🚗 3891 6149

## Keep in touch

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

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