

OPENING HOURS

Monday to Friday: 8:30am – 5:30pm

OUR DOCTORS

Dr Graham Welch

Dr Lorraine Jones

Dr Peter Comben

Dr Caroline Van Der Vlugt

Dr John Griffiths

Dr Susie Muir

Dr Darryl D'Souza

Dr Khine Kyaw

PRACTICE TEAM

Manager: Joanne Beckett

Rick McKee

Reception: Danielle

Lee

Renee

Lorna

Nurses: Karin

Maggie

Gabby

Ashley



APPOINTMENTS

Every effort will be made to accommodate your preferred time and GP. **Emergencies will always be given priority** and our reception staff will advise you if there will be any unforeseen delays.

Longer Consultations are available upon request

Appointments can be made online at any time by visiting our website

www.pinesfamilypractice.com.au and click on the link "Book Appointment Online".

If you require an interpreter, please let us know when you make the appointment.

HOME AND OTHER VISITS

Home visits are available for regular patients of this practice whose condition prevents them from attending the practice.

AFTER HOURS CARE

For care when the practice is closed please contact National Home Doctor Service on 137425.

FEES AND CHARGES

Bulkbilling for pensioners, Health Care Card holders and ALL CHILDREN up to the age of 16 years.

Standard Consultation \$70.00 (Rebate \$37.05)

Long Consultation \$105.00 (Rebate \$71.70)

Payment is required at the time of consultation with either EFTPOS / Credit Card or cash. We do not accept cheques.

We do provide Medicare Online which means your rebate can be paid back into your bank account immediately.

PRACTICE SERVICES

- Check ups
- Family Planning
- Pap Smears
- Pregnancy tests
- ECG – heart check
- Spirometry
- ABI Testing
- Travel Vaccinations
- Child Immunisations
- Minor Surgery
- Sports Medicine
- Skin Checks
- Employment Medicals

TEST RESULTS

Your doctor will advise when they expect your results to arrive at the practice. Patients are required to return for a consultation to obtain the test results. If any results are abnormal and/or require urgent attention we will contact you.

REPEAT PRESCRIPTIONS

A consultation with your doctor will be required to obtain repeat prescriptions

REMINDER SYSTEM

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care or to follow up on other areas of your health.

Patients are automatically included on our reminder / recall system. If you do not wish to be part of this system please let your doctor or receptionist know.

TELEPHONE CALLS

GP's in the practice may be contacted during opening hours. If the GP is with a patient, a message will be taken and the receptionist will advise you when it is likely that the GP or a practice nurse will return your call.

In an emergency your call will always be put through to the GP.

PERSONAL HEALTH INFORMATION

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

For more information, we have available in our brochure stand our Health Information Management Policy which explains this in more detail.

SMOKING POLICY

This practice has a no smoking policy.

YOUR RIGHTS & FEEDBACK

If you are unhappy with any aspect of the services we provide to you, or you feel your rights are not supported please talk to your doctor or our Manager.

You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously.

Should you wish to take any complaints further you can contact:

Queensland Health Quality and Complaints Commission
GPO Box 3089, Brisbane QLD 4001
T: (07) 3120 5999