

### **Telephone Access**

GP's of the practice may be contacted via telephone during practice opening hours. If the GP is unable to take your call, a message will be taken and you will be advised on when to expect a return telephone call. Emergency telephone calls will always be put through to the GP immediately.

### **Test Results**

All test results are strictly confidential. In order to protect your privacy, this practice does not give results to patients over the telephone.

The doctor will advise you at the time of testing when you can expect your results to return. All urgent results will be followed up with the patient directly. All patients with results requiring non-urgent appointments will be contacted by the nurse or practice manager via SMS, phone or letter to organize an appointment. If your problem persists despite normal results, please make a follow-up appointment.

### **Reminder System**

Our practice is committed to providing you with the best preventative care possible. Practice staff will seek your permission to be included on our reminder system and may issue you with a reminder notice on occasion. If you do not wish to be a part of this system, please let the practice staff know.

### **Patient Rights**

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have with your doctor or the receptionist. Alternatively, you may want write to us or use one of our complaint feedback forms kept at reception.

All complaints are taken seriously and you can remain anonymous if you wish.

Complaints can also be made to the:

#### **Office of the Health Ombudsman**

**PO Box 13281 George Street**

**Brisbane Qld 4003**

**Phone: 133 646**

**Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)**

This Practice Information Sheet template was designed by  
IWSML adapted from AGPAL.

It has been designed to comply with the RACGP 4th Edition  
Standards for General Practice.

### **Practice Information Sheet**



#### **Opening Hours**

Monday – Friday: 7:30am – 5:30pm

Saturday: 9:00am - 12:30pm

Sunday Closed

#### **Practice Doctors**

*Dr Ian Mannion*

*Dr Laurel Moore*

*Dr David Carroll*

*Dr Ellen Rozis*

#### **Nurse**

*Dee Armstrong*

#### **Allied Health**

*Psychologist – Anwen King*

*Exercise Physiologist – Tim Douge*

*Dietitian – Lisa Peterson*

**196 Gladstone Road**

**Highgate Hill 4101**

*Ph: 07 3036 2678*

*Ph: 07 3036 2679*

*After Hours Ph: 13 SICK*

**[www.highgatehilldoctors.com.au](http://www.highgatehilldoctors.com.au)**

### Practice Services

- Family Health
- Women's Health
- Contraception
- Sexual Health
- Men's Health
- Children and Babies
- Childhood Vaccination
- Skin Checks
- Dive Medicals
- Travel Medicine
- Industrial and Corporate Health
- Performing Arts
- Chronic Medical Conditions
- Musculoskeletal Injuries
- Minor trauma and Lacerations
- Preventative Health

### Fees and Billing Arrangements

Our practice is privately billed, with children, pensioners health care card holders and DVA being discounted. Children's vaccinations are bulk billed. The fees for our standard consultations are as follows:

- **Appointment <20 mins: \$80.00**
- **Appointment <40 mins: \$130.00**
- **Appointment >40 mins: \$190.00**

**Weekend appointments incur an extra \$10.00.**

### Appointments

Appointments can be made via our online booking system on our website. Alternatively, you can phone our clinic to arrange an appointment.

Emergencies will always be given priority and our reception staff will attempt to notify you of any unforeseen delays to your treatment.

### Missed or Cancelled Appointments

Please endeavor to cancel appointments within 4 hours of the scheduled time. Recurrent cancellations may incur a fee.

### Longer consultations

These are available upon request. Please let the reception staff know when making your appointment or when you arrive at reception that you require a longer consultation.

### Care Outside Opening Hours

If you require care outside the normal opening hours, please contact the National Home Doctor Service on 13SICK (13 74 25). In the case of an emergency, please call 000.

### Home Visits

Home visits are available to patients of this surgery at the discretion of their doctor. To organize a home visit, please call the surgery to discuss availability.

### Management of Your Personal Health Information

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is the policy of this practice to maintain the security of medical records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party. If you have any concerns about your health information privacy, please let your doctor or reception staff know.

### Cultural Background and Ethnicity

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staff at this practice encourage patients to identify their cultural background and/or ethnicity on their medical record. If you identify with a particular cultural background, please let your doctor or reception staff know.

### Interpreter Service

If you require an interpreter, we can organize this for you. Please let us know when you make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 131 450 directly. If you are hearing impaired and require an AUSLAN interpreter, we can also organize this for you.