

Appointments

We offer a range of appointment types to suit your needs:

- ✓ Standard consultations, 15 minutes to address a single query
- ✓ Long consultations for complex or multiple issues
- ✓ Telehealth (phone or video, where appropriate)
- ✓ Procedures and skin checks
- ✓ Care plans and health assessments
- ✓ Immunisations and chronic disease review

Billing *principles*

Our practice is a bulk-billing clinic.

Please bring your Medicare, Centrelink or Department of Veterans' Affairs card with you to each appointment.

Private consultations

Some services are not covered by Medicare and therefore attract a private fee. These include (but are not limited to):

Employment medical	from \$150 + GST
Additional charges for ECG and spirometry	

Commercial driver licence	\$200 incl. GST
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Insurance / superannuation forms	from \$200 + GST
Fee varies with the complexity of documentation	

Consulting *hours*

Monday – Friday	8:30am – 5:00pm
Closed for lunch	1:00pm – 2:00pm
Saturday, Sunday & public holidays	Closed

After-hours care

When the practice is closed, patients can access care through Biggenden Hospital:

07 4127 6400

000 **Emergencies**
For emergencies, dial 000

Feedback & *complaints*

We welcome feedback to help us improve our services. You may:

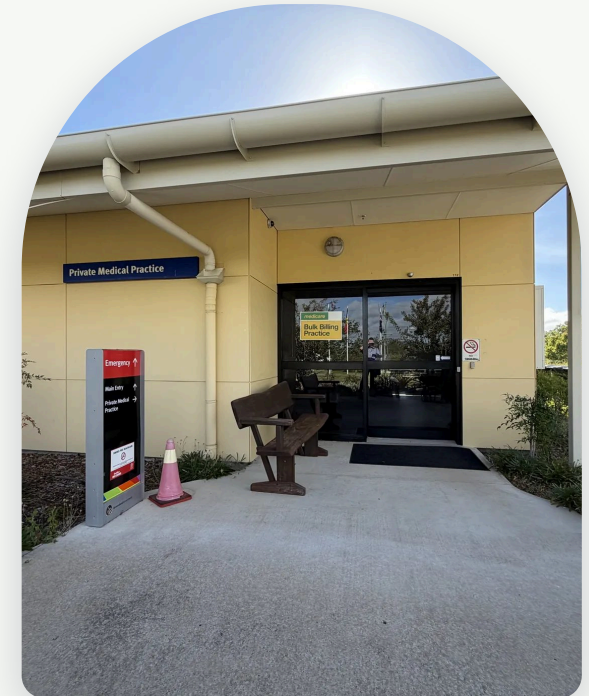
- Speak with your doctor, nurse or reception staff
- Ask to speak with the Practice Manager
- Provide written feedback via our suggestion box or email

If your concerns are not resolved, you may contact the **Office of the Health Ombudsman (QLD)**:

Phone: 133 OHO (133 646)

Email: info@oho.qld.gov.au

Website: oho.qld.gov.au/contact-us



Ph: 07 4127 1404

Fax: 07 4127 1697

57 Alice St, Biggenden QLD 4621

Email: reception@biggendenfamilymedical.com.au

www.biggendenfamilymedical.com.au

Our *services*

We provide a comprehensive range of general practice services, including:

- ✓ General family health
- ✓ Infant, child, adolescent and family health
- ✓ Indigenous health
- ✓ Antenatal and postnatal care
- ✓ Contraception and family planning
- ✓ Contraceptive implant insertion and removal
- ✓ Sexual health
- ✓ Well Woman and Well Man checks
- ✓ Preventive health checks and screening
- ✓ Chronic disease management (including asthma, diabetes, heart disease, weight management, care planning and health checks)
- ✓ Skin checks, mole and sunspot removal, and skin cancer procedures
- ✓ Minor surgical procedures and wound management
- ✓ Liquid nitrogen therapy
- ✓ Ear wax removal
- ✓ ECG and respiratory assessment
- ✓ Vaccinations and travel health
- ✓ Pathology collection (when available)
- ✓ Pregnancy tests
- ✓ Nutritional advice
- ✓ Driver licence medicals
- ✓ Pre-employment and insurance medicals

Communication *policy*

We aim to provide timely and effective communication.

Telephone

- Reception staff may take messages if your doctor is consulting and you would like to speak with them.
- Urgent matters are triaged by a nurse or GP.

Email

- Reception reviews incoming emails and forwards them to your GP. Your doctor will respond when they are able. Email is for administrative matters only and should not be used for urgent clinical issues.
- Clinical information is only emailed with your consent, and secure messaging is used for communication with other healthcare providers.

Managing your *health information*

We protect your privacy in accordance with the Privacy Act 1988.

- Your medical record is confidential and securely stored.
- You may request access to your health information at any time. Your doctor will review the request to determine the safest and most appropriate way to provide access. Requests must be made in writing and discussed with your doctor.
- Information is only shared with your consent or when required by law.

My Health Record

A secure online summary of your key health information. It helps your healthcare providers share important information for safer, more coordinated care. You control what is added and who can access it. You can view or manage your record at my.gov.au, and our practice can help you get set up.



About *us*

We are committed to providing *safe, respectful and comprehensive* healthcare for all ages. Our team works collaboratively to support your health and wellbeing.

Our *practitioners*

General practitioners

Dr Clay Rowe

Dr Tatenda Tapesana

Dr Frances Wong

Nursing team

Deb Callaway

Registered Nurse

Sue Fowler

Registered Nurse

Practice team

Kerrie Randall

Practice Manager

Angela Berrie, Kylie Curtis & Amy McLennan

Reception & Administration