

PRACTICE INFORMATION



**IMBIL
FAMILY
MEDICAL**

**6 Imbil Island Road, Imbil
P.O. Box 204
Imbil 4570**

Ph. 5488 6868

Email: admin@imbilfamilymedical.com.au

**HOURS: Monday - Friday 8am - 5.00pm
Saturday Monthly 8am - 12noon**

After Hours Information

**13Health (1343 2584) or 1800 022 222
IN AN EMERGENCY CONTACT 000**

WELCOME

Thank you for attending this family general practice. We hope you will be satisfied with the service and care offered.

THIS PRACTICE

Aims to provide comprehensive coordinated initial and continuing care for individuals and families, emphasising personalised holistic care, in a supportive and friendly environment

ACCESS TO YOUR MEDICAL RECORD

An appointment with the doctor is needed for a patient to access information in their medical record. This consultation fee does not attract a Medicare rebate.

ACCREDITATION

Imbil Family Medical has full accreditation, meeting the high standards of service and facilities set by the RACGP . The doctors at this practice fulfil Vocational Registration requirements, and are involved with postgraduate teaching through the Royal Australian College of General Practitioners.

AFTER HOURS

In an emergency dial 000.

After hours health advice: 13 Health Ph 1343 2584

: GP Helpline Ph 1800 022 222

Local Hospitals : Noosa Hospital Ph 5455 9200

: Nambour Hospital Ph 5470 6600

: Gympie Hospital Ph 5489 8444

AGED CARE NURSE

Patients aged 75 years and over are entitled to an annual health assessment. We employ nurses who specialise in Aged Care. The nurse will contact these patients to arrange an appointment.

APPOINTMENTS - HOME VISITS

Home visits are provided when medically indicated for patients of the practice who are too sick to attend the rooms.

APPOINTMENTS - LONG CONSULTATIONS

Long appointments are required for dealing with multiple problems and for full medicals or insurance check-ups, surgical procedures, Centrelink or medical reports and counselling or mental health matters. Please advise the receptionist if you require a long appointment.

APPOINTMENTS - STANDARD

Consultations with doctors are usually by 15 minute appointment bookings.

Always notify the receptionist when you arrive, and inform her if you are attending for a special procedure or need to see the nurse first e.g. drivers, insurance or antenatal, medical, audiometry etc. If you have a number of problems, or complex issues, please request a long appointment.

Staff regularly check that your contact and other details with us are correct.

Please notify the receptionist immediately if you think you have an infectious condition (eg: flu) or an urgent problem (eg: chest pain, breathing difficulty or bleeding).

COMPLAINTS & FEEDBACK

Should you have any issues with the service you have received from this practice please discuss them with our staff or your doctor. You may prefer to write to us or use our suggestion box. If you wish to take the matter further you can contact the Office Of The Health Ombudsman, GPO Box 13281 GEORGE ST BRISBANE QLD 4003, Ph: 133OHO or 133646 or email to complaints@oho.qld.gov.au

CULTURE & ETHNICITY

Cultural and ethnicity identity is asked to help us respect your particular needs.

DELAYS/EMERGENCIES

Urgent un-scheduled cases are seen promptly if required. This and unexpectedly long appointments may cause delays in seeing the doctor. Where possible staff will forewarn booked patients of significant delays.

ELECTRONIC COMMUNICATION

Staff communicate with patients by fax, SMS or email when circumstances necessitate. Staff will note if you permit messages left, SMS or email communication and whether you permit a particular person to receive messages on your behalf.

FACILITIES

For the comfort and convenience of patients, this surgery offers full disabled access, spacious waiting areas, disabled access toilets, and a well-equipped treatment room.

FEES

Our fees are mostly refunded by Medicare. Credit cards and EFTPOS are accepted. Pensioners and children are generally bulk billed. Health care card holders may be charged reduced fees if they are not bulk billed on the day. If our fees cause financial hardship please discuss this with your doctor. Our current fees are displayed in the reception area of each surgery. Patients who fail to attend for two appointments will incur a \$40.00 fee, which will need to be paid prior to any future appointment.

INFORMED PATIENT DECISIONS

Our surgery supports the right for patients to make informed decisions about their health. Leaflets, brochures, written and electronic information about the purpose, importance benefits, risks and possible costs of proposed investigations, referrals or treatments are made available to our patients.

"Top Tips for Safe Health Care" is available from Reception.

Consumer medicines information is available at www.nps.org.au/medicines.

INTERPRETER AND OTHER COMMUNICATION SERVICES

Our surgery endeavours to assist our patients who have special communication requirements. An Interpreter, National Relay Service or Auslan service can be arranged for patient appointments. Please ask reception staff to make arrangements, if needed, when you book your appointment.

MEDICAL NOTES

Medical notes to and from other surgeries can only be obtained with your signed authorisation. The receptionist will help you with this.

MORE INFORMATION

For more information about our surgeries, doctors and services can be found at our website. www.imbilfamilymedical.com.au

OTHER HEALTH SERVICES SUPPORT

We liaise with Allied Health providers, Specialists Consultants and various hospitals either by fax or electronically, to provide up to date ongoing case for our patients in order to achieve optimal patient care.

PRACTICE NURSES

The nurses can assist with triaging cases, preliminary checks to help the doctors, test result information, procedures and dressings, educational information, recalls, care planning and general advice.

PREVENTIVE MEDICINE

This practice strongly endorses the importance of health screening and preventive measures to help maintain ongoing optimal health in individuals. We do this by participating in national and state reminder systems and by your doctors and nurses routinely checking preventive health care measures.

Reminder letters are sent as part of these activities. If you do not wish to be part of these health screening activities you can opt out by letting us know in writing.

PRIVACY POLICY

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

RECALL AND REMINDER SYSTEM

Our surgery has a recall and reminder system for ongoing and preventive health care. If you do not wish to be part of this service please notify our staff.

SMOKING

Smoking is prohibited in and near our surgery. Imbil Family Practice is committed to providing a safe working and clinical environment.

STERILISATION

Our medical instruments are sterilised by steam autoclave or pre-vacuum.

TEACHING PRACTICE

Imbil Family Medical is a teaching practice for medical students and general practice. Occasionally you may be asked for your permission if a medical student or medical educator can sit in on your consultation.

TELEPHONE CALLS

Calls to doctors interrupt consultations and inconvenience other patients so it is usual for staff and the nurses to answer queries, offer general advice or take messages for doctors.

TEST RESULTS

Patients will be recalled if test results need follow-up. Patients may contact the surgery three or more days after investigations if they are concerned about a result.

X-RAYS

Imaging films, such as x-rays or ultrasounds, belong to you. It is in your interest to collect these promptly from the surgery. Store them safely and flat at home.

OUR DOCTORS AND THEIR MEDICAL INTERESTS

DR CHRIS MOLLER, FRACGP, MBBS, B.Sci (Hons), **musculoskeletal, occupational medicine and Public Health.**

DR MAUD CAZOT *MB BS* **Obstetrics, General Medicine, Paediatrics**

ALLIED HEALTH AND OTHER SERVICES WHICH ARE AVAILABLE

Chronic Disease	Jenny Richardson
Diabetic Nurse	Jenny Richardson
Podiatry	Suncoast Podiatry
Psychologist	Paula Rodrigues
Physiotherapist	Russell McDonald
Pharmacist	John Woodward
Sleep Therapist	Margaret Curtis

Ask Receptionist regarding allied appointment arrangements.