

REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in reminder systems. We take part in both the surgery recall system and also several State and National registers such as Pap Smear register, Breastscreen register and the Australian Childhood Immunisation Register. You may be issued with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part in any of these recall registers please let your doctor or receptionist know.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

All medical records (both manual and computerised) are treated as strictly confidential. 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.

THIS PRACTICE HAS A NO SMOKING POLICY.

PATIENT FEEDBACK: YOUR RIGHTS

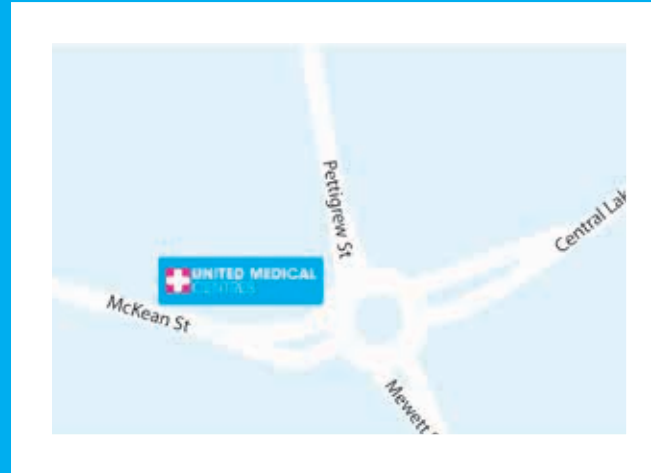
United Medical Centres Caboolture would welcome any feedback and input to improve our service. If you are unhappy with any aspect of the care provided by this practice, we are keen to know about it.

Please feel free to talk to your doctor or the staff, or if you prefer, write to us or use our suggestion box about any problems you have with the service we provide.

We take your concerns, suggestions and feedback seriously. However, if you feel there is a problem you wish to take up elsewhere, you may prefer to contact:

Office of the Health Ombudsman
PO Box 13281 George Street, Brisbane, QLD, 4003
Telephone: 133 OHO (133 646)
Email: complaints@oho.qld.gov.au
Website: www.oho.qld.gov.au

 **UNITED MEDICAL CENTRES**



Phone: (07) 5432 3474
Fax: (07) 5432 3482

Monday - Friday:
8:00am – 5:00pm
Saturday, Sunday &
Public Holidays:
Closed

Book Online
unitedmedical.net.au

 **UNITED MEDICAL CENTRES**



CABOOLTURE

Shop 14, Central Lakes Shopping
Centre, Corner Pettigrew &
McKean St

Ph: (07) 5432 3474
Fax: (07) 5432 3482
unitedmedical.net.au

United Medical Centres - Caboolture

- We are a Multidisciplinary group of Professionals.
- Our mission is providing the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.
- We strive for excellence in interactive and interpersonal customer service.
- We are committed to promoting health, wellbeing and disease prevention to the community.
- We treat ALL patients with dignity and respect in the provision of excellent care.
- We believe in and assist with a patient's right to participate in decisions regarding their healthcare.



ON ARRIVAL

Medicare/Veteran + Concession Cards must be presented to the Receptionist to ensure your details are kept up to date. Ensure you have signed a Consent for Use & Disclosure for Personal Health Information form, for us to provide optimal ongoing comprehensive health care.

APPOINTMENTS

Please telephone 5432 3474 to make an appointment or www.unitedmedical.net.au to book online.

- Walk in appointments will be accommodated based on doctors availability
- Practice Policy ensures every effort is made to accommodate your preferred time and GP.
- Emergencies will always be given priority.
- All children and elderly will be seen on the same day.
- Long consultations are available for complex medical problems, medicals, minor surgery. Please advise so this is accommodated.

HOME & OTHER VISITS

Doctors must authorise the arrangement of out of surgery visits and admission. Prior arrangements are required to accommodate this. However if additional treatment is required outside of our services within this surgery this will be discussed with you during your consultation.

TELEPHONE ACCESS

All urgent matters will be addressed immediately. Requested information or advice relating to clinical care is available by informing the receptionist who will forward to the doctor. It is preferable however for patients to make an appointment.

STAFF

This practice has both male & female full time Medical Practitioners: The GP's are supported by a full administration and nursing team. All General Practitioners have a special interest in Family Health, Adolescent Health and all other areas listed below.

SERVICES PROVIDED BY THIS PRACTICE

We provide a comprehensive medical service including:

- General Medicine
- Children's Health & Adolescent Health
- Women's Health
- Men's Health
- Immunisations
- ECG (Electrocardiography)
- Enhanced Primary Care
- Antenatal Care
- Skin Cancer - Cryotherapy
- Minor Procedures
- Spirometry
- Veteran's Affairs
- Workers' Compensation
- Travel Health
- Allied Health Services

TIS (Translating and Interpreting Service) & NABS

United Medical Centres Caboolture can offer a translator service. Please be sure to advise reception staff if interpreter/translator is required or phone 131 450.

FEES AND BILLING ARRANGEMENT

Please refer to fees list at reception.

United Medical Centres Caboolture is a mixed billing Practice.

Bulk billing is available for:

- Children 0-16 years
- Aged pensioner
- Veterans' Affairs card holders
- Health care assessments

SERVICES NOT BULK BILLED

A list of costs of these services are available at Reception. (Payment via EFT/Cash required on the day):

- Overseas visitors
- Insurance medicals
- Driving Licence medicals
- Sporting medicals
- Pre-employment medicals
- Cadet Medicals
- Commercial + Dangerous Goods Licence
- After Hour visits

TEST RESULTS

For medico-legal reasons test results will NOT be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.

ARRANGEMENTS FOR CARE OUTSIDE NORMAL OPENING HOURS

Please call Home Doctor Services on 13 74 25. Please note that after hours visits may not be bulked billed.