

## YOUR PRIVACY IS OUR CONCERN

### WHY AND WHEN IS YOUR CONSENT NECESSARY

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### WHY DO WE COLLECT, USE, HOLD and SHARE YOUR HEALTH INFORMATION

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

### ACCESSING YOUR SIGNATURE

You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you of the process and any costs that may be included.

### WHEN, WHY AND WITH WHOM DO WE SHARE YOUR HEALTH INFORMATION WITH

We sometimes share your personal information: with third parties who work with our practice for business purposes, such as accreditation agencies and information technology providers—these third parties are required to comply with APPIs and this policy; with other healthcare providers, when it is required or authorised by law (e.g. court subpoenas); when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent; to assist in locating a missing person; to establish, exercise or defend an equitable claim; for the purpose of confidential dispute resolution process, when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification) during the course of providing medical services, through My Health Record (e.g. via Shared Health Summary, Event Summary).

### HOW DO WE STORE AND PROTECT YOUR HEALTH INFORMATION

Our practice stores all personal information electronically on a password protected information system and backed up on an off-site cloud-based system which is highly secure and encrypted. We value and are committed to protecting your privacy. All information about you at this practice is kept in the strictest confidence and we operate in accordance with the Privacy Act (1988). In our practice, computer screens are positioned so that individuals cannot see information about other individuals, access to computerized patient information is strictly controlled, with passwords and personal logins, and automatic screen savers. A confidentiality agreement is signed by all employees of Reedy Creek Medical Centre.

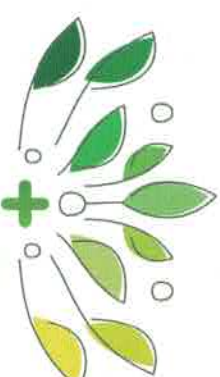
### CONCERNS

If you have any concerns about the way staff or GPs are handling your privacy or you need to access your information, please speak to one of our staffs or to your GP as appropriate. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit [www.privacy.gov.au](http://www.privacy.gov.au)

Shop 8/50 Woodland Drive, Reedy Creek, 4227

Ph: 07 5568 0332 | Fax: 07 5522 0126

[www.reedycreekmcc.com](http://www.reedycreekmcc.com) | [reception@reedycreekmcc.com](mailto:reception@reedycreekmcc.com)



REEDY CREEK  
MEDICAL CENTRE

## Patient Information Brochure

Dr Max Po

Dr Nirmala Devi Chand

Dr Jason Lo Tam

Dr Guong Ngo

Dr Soheil Torabi

Dr Marek Ciarkowski

Opening Hours

Monday to Friday 7:00 am – 5:00 pm

Saturday and Sunday 9 am – 12 noon

Closed on public holidays

## OUR SERVICES

GP Consultation, Comprehensive Health Assessment, Lifestyle Medicine, Chronic Disease Management, Women's Health, Men's Health, Sexual Health and birth planning, Antenatal Care, Children's Health, Childhood Immunisation, Aged Care, Acupuncture, IV Nutritional Therapy, Light Therapy, Skin Cancer Management, Wound Care, Minor Procedures, Travel Advice and Vaccination, ECG, Spirometry, ABI, Ear Syringing, and onsite Psychologist and Pathology.

## APPOINTMENTS

To book an appointment, you can either call 07 5568 0332 during trading hours or simply go onto Health Engine and book online at any time. Please note that if we are fully booked online on your preferred day, please call the clinic as we have daily allocations for walk-ins and same day emergencies.

If you have an urgent medical problem, please let our reception staff know and we will do our best to see you as soon as possible.

## TELEPHONE CALLS

Patients are able to contact the practice during trading hours. Telephone calls from patients will not generally be put through to doctors and so patients are encouraged to make an appointment to speak with the Doctor. Alternatively, our reception staff are happy to assist you with any general questions regarding your healthcare or take messages. Reception staff may ask the patient to briefly explain the reason for the call to determine the urgency of the matter and if the Doctor should be interrupted during a consultation or an internal message sent. Where appropriate the doctor will return the call within 24hrs.

## RESULTS

It is the *patient's responsibility* to book a follow-up appointment pursuant to any test. Our clinical support staff is unable to give results over the phone and will therefore need to make a booking to discuss them with your doctor. Similarly, we are unable to print results if they have not yet been discussed with your doctor. In other cases, if your doctor wishes to see you prior to you making a booking, you will be contacted by our reception staff.

## REMINDER & RECAL SYSTEM

We consider your participation in health monitoring to be an important part of your health care. We have a reminder and recall system for follow-up visits and routine health checks to assist you in this. You may receive reminders by SMS, emails, phone or letter.

## SCRIPTS & REFERRALS

To ensure optimal medical care, we are unable to process repeat scripts and/or referral requests over the phone. A booking is required as per practice policy. In some rare cases, an appointment may not be required. However, our reception staff will need to verify with the doctor first. In this situation, please allow 24 hours for your script or referral to be rewritten. If you are low on medication, please ensure that you book an appointment with your prescribing doctor a few days prior to them running out. Not all doctors will give out repeats if they are not your usual doctor.

## TRANSLATION SERVICES

For patients who are deaf – call 131 450 (National Relay Service)

For patients who speak languages other than English – phone 133 677 (Translation and Interpreter service)

## HOME VISITS /AFTER HOURS CARE

Where safe and reasonable, our doctors offer home visits for regular patients of Reedy Creek Medical Centre if their condition prevents them attending the practice, they reside in a location that is within 5km or 10 mins drive of the practice and enough notice has been given and prior arrangements have been requested and organized with the GP. Availability on the day will be dependent on clinical triage status and favorable practice resources.

If you require after-hours care, please call Home Doctor Service on 13 SICK (137425). All consultation notes will be forwarded to the practice and added to your records.

For non-urgent health advice, you can call 13 HEALTH (13 43 25 84).

For urgent medical attention, please call or go to your nearest emergency department.

## CANCELLATIONS

If you are unable to attend your appointment please contact the practice at least one hour before the appointed time, so that we may re-book the appointment and make another appointment for you.

## FEES

We are a mixed billing practice. Most of our services are bulk-billed to patients who hold a current Medicare card. Some services that may attract a fee include, but are not limited to: IV therapy, Insurance paperwork, Pap Smears, Pre-employment Medicals, and some skin procedures. Patients who do not hold a current Medicare card will be privately billed. Please refer to our summary of fees displayed at reception or on our website.

Veterans Affairs patients are billed directly to the Department of Veterans Affairs.

## PATIENT FEEDBACK

We take your feedback, concerns and complaints very seriously. Please feel free to talk to your Doctor, Practice Manager or a staff member about any problems you have with our services. You may also leave feedback through email or at reception by completing the feedback form. We believe that problems are best dealt within the practice. However if you feel there is a matter you wish to take up outside the practice, you can contact the Health Quality and Complaints Commission on 1800 077 308.

## PRIVACY & CONFIDENTIALITY

We maintain confidentiality of all patient information in compliance with Privacy legislation. It is the policy of this practice to ensure your medical records and personal health information is always secure and is only available to authorised members of staff.

For more information, please see our Patient Privacy Brochure or turn please turn over leaf.