

RESULTS

Your Doctor will advise when they will likely receive your results. If calling the Practice for results, we encourage patients to contact the Practice in the afternoon. Reception staff will be able to advise whether your results have been received and checked by your GP. If you are calling to check results on behalf of another patient, please be aware that we will not release any information unless a 3rd party authorisation is recorded for you on the patients file. If patients are not satisfied with the outcome of the results, patients are encouraged to make a follow-up appointment with their Doctor. Please note, reception staff are only able to relay comments as provided by the GP. It is not within their scope of practice to relay or discuss particulars of your results.

REMINDER SYSTEM

We are committed to preventative care. Your Doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering your preventative health services appropriate to your care. If you do not wish to be part of this system please let your Doctor or receptionist know.

SMS APPOINTMENT REMINDER SYSTEM

We utilise an SMS appointment reminder system for all patients. If you wish to receive SMS reminders for your appointments, please ensure that you have a current Mobile phone number listed on your file. Reminders will generally be sent 2 or 3 days ahead of your scheduled appointment.

APPOINTUIT - ONLINE APPOINTMENT MANAGEMENT SYSTEM

Did you know you can now book your next appointment on-line? Our Practice is an established user of Appointuit.com. We offer patients the flexibility of booking and managing appointments on-line.

How do I get setup to use this system?

Ensure that you have a current email address registered with our Practice and you will receive an email to explain the registration process. Please speak to our staff for more information.

TELEHEALTH

Myall Medical Practice are actively participating in Telehealth Services to assist patients with access to specialist health care, reducing the need for extensive travel and associated costs. If being referred to a specialist, and you feel you would benefit from this service, please enquire about Telehealth options. We would be happy to connect with your Specialist if they are also providing Telehealth consultations.



myallmedical
PRACTICE

Myall Medical Practice

Archibald Street Services Trust
ABN 44 508 042 574

1/37 North Street
Dalby Q 4405

P (07) 4662 2433
F (07) 4662 5503
myallmedical@myallmed.com.au
www.myallmed.com.au

Practice Hours

Monday-Thursday	7am - 6pm
Friday	7am-5pm
Saturday	8.30am - 4.00pm
Sunday	9.00am - 1.00pm

Myall Medical Practice Doctors

Dr Ross Maxwell	Dr Felipe Londono
Dr Kevin Lynch	Dr Lotte Verhoef
Dr Marianne Gall	Dr Deepama
Dr A. Nielsen	Dr Nicola Doyle

Myall Medical Practice Staff

Practice Manager	Ingrid Nichols
Nurses	RN's: Lyn, Karen, Meredith, Tannah, Kate, Rebecca EN's: Karina, Kris, Gracen, Jackie & Sarrah
Receptionists	Robyn, Karen, Danni, Jill, Debbie, Leanne, Angela, Shiro



**Information
for Patients**



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PRACTICE

Life is for living. Your health is your life.

APPOINTMENTS

Please phone 07 4662 2433 to make an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please request this with reception staff. This may be required for the completion of Centrelink forms, commercial drivers licence, and any insurance forms.

AFTER HOURS SERVICES

The doctors of Myall Medical Practice provide 24 hour health care to registered patients of the Practice on a rostered system. If you require medical attention by a GP of Myall Medical Practice outside of the Practice hours, please phone 07 4662 2433 for a recorded message which will outline the details of our after hours service for the Doctor on-call. The usual out-of-pocket expense for an after-hours call-out will be a minimum of \$55.00.

HOME VISITS

Home visits are available for our registered patients whose condition prevents them from attending the Practice. Please contact the Practice to arrange a Home Visit with your preferred GP.

13HEALTH

Queensland Health now has a phone line 13 HEALTH (13 43 25 84) for all Queenslanders to help take the worry out of health concerns. You can phone 24 hours a day 7 days a week for the cost of a local call.* Qualified staff will give you advice on who to talk to and how quickly you should do it. The advice is confidential, qualified and supportive. 13 HEALTH (13 43 25 84) can ease your concerns.

*Calls from mobile phones may be charged at a higher rate than local call charges. Please check with your telephone service provider.

In an emergency situation, please call 000.

TELEPHONE CALLS

To ensure confidentiality our Doctors do not take telephone calls during a consultation. A message will be taken by reception staff and the Doctor may return the call at a more convenient time. Reception staff will advise if a more appropriate interaction is necessary.

FEES & BILLING ARRANGEMENTS

Myall Medical Practice is a Private Practice, not a bulk billing practice. However our Practice Billing Policy allows for patients aged 65 and older who have a current pensioner concession card or DVA card, and patients under the age of 16 to be bulk billed. Patient's please note that it is a policy of this Practice that all patients settle their account on the day of their appointment. Bulk Billing will not be available for any patients after 5pm weekdays and on the weekends. All patients must report to the Reception desk prior to leaving the Practice—thank you.

SCRIPT CLINICS

If you require repeat scripts, ongoing referrals, Patient Travel Subsidy Forms or medical certificates, we invite you to make an appointment in our daily Script Clinic. This clinic is offered from 9am to 9.20am Mon-Fri, 3pm to 3.20pm Mon-Fri.

URGENT CLINIC

If you have a sudden onset of a new problem, excluding depression and mental health conditions, you may be eligible to obtain an appointment in our daily Urgent Clinic. Our reception staff will ask a number of questions to identify whether this clinic is suitable for your condition. The Urgent clinics run from 10.00am to 11.50am Mon-Fri.

DRESSING CLINIC

If you require a new dressing, a dressing review or removal of sutures etc, our Practice offers a Dressing Clinic from 8am to 10.30am on Mon, Tues, Thur and Fri and from 8.30am to 10.30am on Wed. A Practice Dressing fee applies to all dressings that are classed as 'not normal after care'. Please contact reception to make an appointment and to discuss relevant fees.

SMOKING POLICY

Myall Medical Practice is a Non-Smoking practice. This policy extends to all Doctors, staff, patients and visitors of the Practice and applies to all indoor and outdoor practice areas.

ZERO TOLERANCE POLICY

Myall Medical Practice has a zero tolerance policy on aggressive and abusive behavior. Staff hold the right to immediately terminate a phone call or ask you to leave the practice if they are a victim of such behavior.

NEW PATIENTS

Myall Medical Practice is accepting new patients, with a controlled number of new patient registrations per week. All new patients are required to complete a New Patient Details form prior to attending their first appointment. We also encourage all patients to complete an Authorisation for 3rd Party Disclosure form to nominate your next of kin, or another nominated person, to assist with the management of your health care and to collect investigation results on your behalf if or when required. Without evidence of a signed authorization form, we are unable to disclose any confidential information to a 3rd party to comply with our Privacy standards. We are not a Bulk Billing Practice and new patients can expect fees to be charged for all consultations. Patients will be billed according to the doctor's Instructions. (Please refer to the Fees and Billing section on our website www.myallmed.com.au). A \$50 new patient fee is payable at the time you make your 1st appointment.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of Myall Medical Practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html

YOUR RIGHTS

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or the receptionist. You may prefer to write to the Practice Manager or use our suggestions box situated in the waiting room. We take your concerns, suggestions and complaints seriously. We encourage patients to provide feedback to assist us in providing exceptional care and service to our patients.

Qld Health Quality & Complaints Commission
GPO Box 3089
BRISBANE QLD 4001
Ph: 07 3120 5999 Fax: 07 3120 5998
Email: info@hqcc.qld.gov.au
Website: www.hqcc.qld.gov.au

ACCIDENTS & EMERGENCIES

Myall Medical Practice is not an emergency department. Please present to the Dalby Hospital if you require such treatment.

In an emergency situation, please call 000.

After Hours Phone 07 4662 2433

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