

PRACTICE INFORMATION SHEET

PRACTICE HOURS

Monday – Friday 8am – 5pm

Saturday & Sunday – CLOSED

Public Holidays - CLOSED

AFTER HOURS CARE

For after-hours home visits please call:
Dial-a-Doctor on 1300 030 030 or House Call
Doctor on 13 55 66

EMERGENCIES

In an event of a medical emergency call the
ambulance on 000

Our Medical Practice offers a welcoming non-judgemental, friendly environment where we can focus on improving your health and that of your family. We see you as a whole person and aim to optimise your health rather than just treat your illness or injury.

Appointments

Consultation is by appointment. Patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please “check-in” with reception on your arrival to avoid an unnecessary delay in the waiting room.

If you have been delayed or will not be able to attend your appointment, please telephone the practice to reschedule or cancel your appointment. When a patient does not attend (DNA) or cancels late, a fee of equivalent to the length of the consultation is charged to cover costs. This is waived the first time but for the second and subsequent DNAs, this fee will be charged. We are not able to proceed with further appointments until the account is paid in full.

Every effort is made to keep to appointment times, but this is difficult due to emergencies, walk-in patients or unexpected longer consultations. To help us schedule appropriately, please tell our receptionists if your consultation is likely to be long (e.g. insurance medicals, postnatal checks, pap smears, counselling, excisions) and if more than one member of the family is to be seen.

Online Appointments

We also offer online bookings, visit our website www.thrivemedical.com.au to book your next appointment.

Recall & Reminder System

To further improve our service to you this practice operates a recall and reminder service to patients when they are due for a review of routine tests and general health checks. Our practice also participates in national and state reminder systems or registers. Relevant information is given to enable automatic reminders to be issued to you for important preventative health checks such as: Pap smears, vaccination register etc for continual management of your health. If you would like more information about this, please talk to your doctor. Please note you can ask to be removed from this register at any time.

Transfer of Medical Records

If you require a copy of your records to be sent elsewhere our practice sends a summary for free. Transfer of complete records may incur a fee.

Billing Policy

To deliver and maintain the high quality of health care provided at Thrive Medical, we are unable to bulk-bill all consultations. Payment is required at the time of consultation with either EFTPOS, cash or cheque. Details of specific consultation fees can be obtained from our Receptionists and is on display at the front counter.

Bulk billing is available for all children up to the age of 15 years and if you hold a current Medicare Card with a:

1. Pensioner Card and you are over the age of 65 years
2. Disability Pension Card
3. Indigenous Australians

Discounted fees are offered to patients who hold a:

1. Healthcare card
2. Pension card

Patient Test Results

Our practice encourages taking personal responsibility for your health. Please allow 7 days for standard test results to be received by the doctor. We ask that you phone for your results after 12pm daily. Test results will only be given to the patient or guardian of the patient who has had the test performed, as per the Privacy Act. Reception staff are unable to provide interpretation of any results over the desk or phone, however may advise of any comments the doctor has made regarding tests, including the need for a review appointment. Your call may be put through to the practice nurse to discuss the results. If you still have any further questions regarding tests results, we ask that you make an appointment to see the referring doctor. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your correct phone number.

Your Medical Information & Your Privacy

All doctors at the practice use computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at our practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. We have a Written Practice Privacy Policy which is available on our website. Hardcopies can be provided upon request.

Communication

Most problems are best dealt with in a consultation but where a consultation is not required the receptionist may take a message for the doctor and return your phone call with your doctor's response. Electronic communications via electronic means is conducted with appropriate regard to Privacy Laws relating to health information and confidentiality of the health information and consent from the patient.

Patient Feedback

To help improve our service, every so often you may be asked to complete a questionnaire about this practice. The questionnaire is completely confidential.

If you have any problem with the service we offer, please discuss it with the receptionist or the doctor as we will always endeavour to resolve any feedback or issues directly. You may also choose to see the Practice Manager to discuss certain problems. Please make an appointment to do so.

Email: manager@thrivemedical.com.au

If you feel that your problem cannot be dealt with within the practice, you may prefer to contact the Qld Government Agency for handling complaints.

The address is:
Office of the Health Ombudsman
PO Box 13281, George Street
Brisbane QLD 4003
Ph: 133 646
Email: complaints@oho.qld.gov.au

Vaccinations

All childhood vaccinations are bulk billed if the child is registered with Medicare. Our vaccines are stored and monitored in a purpose-built vaccine fridge to maintain the integrity of the vaccine.

Skin Checks

Skin cancers are a common and significant health issue in the Tropics. If you have a personal or family history of any type of skin cancer, we recommend you have regular preventative skin checks. All our doctors perform skin excisions onsite.

Ear suctioning

Micro suction is the preferred method of treatment for effective removal of ear wax or other debris (skin, foreign objects) blocking the ear canal. Micro suction is safe, quick and comfortable and uses no water. It is performed under direct vision using a microscope, gentle suction and instruments.

Mirena Insertions

The hormone device is a form of contraception that can be used at any age. It is placed inside the womb and lasts 5 years. Dr Jane Barry, Dr Sam Olliver & Dr Lynne Reid are trained in Mirena insertion. A mirena counselling appointment must be made prior to the procedure.

Interpreter Service

To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an Interpreter service where necessary.

Disabilities

It is surgery policy to cater for people with special needs and disabilities. There is ramp access into the building for those in wheelchairs, prams or requiring mobility aids. Should you require special assistance please phone and notify the reception.

Chronic Disease Prevention

We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurse and the time you spend with your doctor to "measure up" and have your modifiable lifestyle factors assessed.

Health Assessments

For our patients with an intellectual disability or aged over 75 we recommend a yearly health assessment which provides a comprehensive review of your health. Patients aged 45-49 are also eligible and encouraged to have a detailed health check. This will help to identify chronic diseases for which you may be at risk.

Indigenous Health Assessments

We offer these assessments to all indigenous patients. The purpose of these assessments are to identify any potential risk factors that may be inherited or lifestyle orientated.

Women's Health Checks & Pap Smears

The women's health check is a comprehensive health review & assessment done with your doctor and nurse. It will include a pap smear, breast check and general health review.

Men's Health Checks

Men need regular health check-ups. We encourage men to have a usual GP and see them regularly at the practice for preventative health check-ups and advice.

Men over forty are recommended to have an annual Cardiovascular Risk Assessment – this includes blood pressure check, weight management and Quit smoking advice, fasting blood sugar and blood fats assessment, diet and exercise assessment and advice problems

Home Visits

We do not usually offer home visits. However, for existing patients of the practice who are unable to attend the surgery because of their medical condition, home visits may be available. Please contact reception to enquire.