

TEST RESULTS:

Test results will not be given over the phone. To receive test results you will need to book a follow up appointment with your GP. Please allow several days for routine pathology results to be processed. Urgent tests are usually available within 24 hours.

SOME OF THE SERVICES PROVIDED:

- GP Management Plans and Team Care Arrangements (for patients with chronic and complex problems)
- 45-49 year old health assessments.
- Annual over 75 health assessments.
- Childhood immunisations
- Travel vaccinations
- Allergy testing.
- Prenatal, Antenatal and post natal care.
- Skin checks.
- Minor surgical procedures and cryotherapy.
- Women's, mens and child and adolescent health.
- QML pathology are on-site – check our website for details.
- 24 hour Blood pressure monitoring.

REMINDER SYSTEM:

Our practice is committed to providing continuing care and preventative care. We operate a reminder system for preventative health services. If you do not wish to be part of this system, please advise reception staff or opt out using the link on the SMS text.

MANAGEMENT OF PERSONAL HEALTH INFORMATION:

Your medical records are private and confidential, and only available to authorised members of staff.

All information at Ocean Family Medicine is managed in accordance with the Australian Privacy Principles and the Privacy Act. We have a privacy policy and a collection statement which are available at reception or on our website.

If you have any concerns or a complaint regarding the privacy of your personal health information held by the practice, please ask to speak to the Practice Manager. Matters which are unable to be resolved within the practice may be referred to the Office of the Australian Information Commissioner at www.oaic.gov.au

SUGGESTIONS OR COMPLAINTS:

If you have any concerns, complaints or suggestions about any aspect of our service we would appreciate hearing about them and we will take them seriously. Please:

- phone 5477 0644
- write to Karen Gunson, Practice Manager, Ocean Family Medicine, 19 Lakehead Drive, Sippy Downs 4556
- use the form on our website
- use our suggestion box.

Matters which are unable to be resolved within the practice may be referred to:

Office of the Health Ombudsman,
GPO Box 13281, George St, Brisbane 4003.
Telephone: 133 646.
www.oho.qld.gov.au

Tel: 07 5477 0644

Fax: 07 5476 6644
19 Lakehead Drive, Sippy Downs 4556
www.oceanfamilymedicine.com.au



Offering professional, high quality medical care to all the family in a friendly and personal atmosphere.

**PRACTICE INFORMATION
BROCHURE**

APPOINTMENTS:

Please call 07 5477 0644 to make an appointment.

Every effort will be made to accommodate your preferred time and choice of practitioner. If there are no vacancies with your usual GP, you will be offered the option of seeing another doctor.

If you require an urgent appointment or have a sick child, please advise the reception staff who will organize a same day appointment.

Standard appointment time is 15 minutes. If you require a longer appointment, please ask the receptionist for a double appointment. Longer appointments may be necessary if you are a new patient, have a list of issues, have forms that need to be completed or require a minor surgical procedure.

AFTER HOURS SERVICE:

Ocean Family Medicine's after hours care is provided by National Home Doctor Service. Please contact them on 137 425. Bulk billing is available for all Medicare and Gold DVA card holders. The service operates from 6pm weekdays, 12 noon Saturdays and 24hours Sunday and Public Holidays.
www.homedoctor.com.au

For emergencies, dial "000" immediately.

HOME VISITS:

Home visits are available for registered patients of Ocean Family Medicine whose condition prevents them from attending the practice.

Unless urgent, home visits will be undertaken outside of consulting times.

FEES:

Fees and charges are clearly displayed at the reception desk.

All concession card holders, DVA patients, children under 16 years of age and full-time students are bulk-billed.

Standard consultation - \$72.00

Long consultation - \$120

Specialist allergy testing fees are available on our website.

You are requested to settle your account at the end of your consultation – we accept cash, credit card or EFTPOS.

We are also registered with Medicare Australia Online, which allows us to process your Medicare claim for you. You will need to register your bank details with Medicare.

PRESCRIPTIONS:

It is in your best interest for medications to be discussed as part of a consultation process. Please

ensure an appointment has been booked prior to your repeat prescription expiring.

Prescriptions for **regular medications only** can be obtained without seeing a doctor if your doctor has previously agreed to this and you have seen your doctor in the last 3 months.

Prescriptions issued without an appointment are available the next working day and incur a \$10.00 charge (non-refundable through Medicare).

Prescriptions will not be faxed to pharmacies.

CONTACTING YOUR DOCTOR:

You may contact your doctor by phone during normal opening hours. The receptionist will take your call initially and relay your request to the doctor. The doctor will return your call at their earliest convenience, usually within 24 hours.

If you have an urgent matter please let the receptionist know and you will be transferred to the practice nurse to be triaged.

Your privacy and confidentiality may be compromised when using email on our website. Urgent enquires and appointment requests should not be done via email or the website. We do not use email communication if personal information is to be included.

OUR PRACTICE TEAM:



Dr. Oliver Gunson



Dr. Alison Cunningham



Dr. Christine Boeke



Dr. Emile Brits



Dr. Peter Rich

CONSULTING HOURS:

Monday to Friday, 8.30am – 5pm
and Wednesday Evenings 5.30pm – 7.30pm
Closed on weekends and public holidays.

TEL: 07 5477 0644

Fax: 07 5476 6644
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