



## Information for new and existing patients

Welcome! Here is some information about our practice, we hope you find it useful in answering many common queries, but please do not hesitate to contact one of our friendly staff if you have any questions.

### Consulting hours:

Monday	8.30am – 5.30pm
Tuesday	8.30am – 5.30pm
Wednesday	8.30am – 5.30pm
Thursday	8.30am – 7.00pm
Friday	8.30am – 5.30pm
Saturday	8.30am – 12.30pm
Sunday	Closed
Public Holidays	Closed
Saturdays on long weekends	Closed

### Our doctors:

Dr Tony Bayliss  
Dr Cath Hester  
Dr Lauren Barclay  
Dr Amin Gayed  
Dr Domino Bucarelli

All of our doctors have Australian specialist qualifications in General Practice. For more information on our doctors please check our website.

### After hours care

Outside of our usual business hours, care for our patients can be provided by National Homes Doctors Service on 13 74 25 or [www.homedoctor.com.au](http://www.homedoctor.com.au). In an emergency we urge you to call 000, and for urgent care to attend one of the local emergency rooms (Ipswich General Hospital is the closest).

### Fees

CCFP is a small business with significant operational costs, but we strive to maintain affordability for our patients despite reductions in federal funding for GP services.

On weekdays we discount our fees for children under 16 and health care card holders. In this circumstance we charge only the base Medicare rebate amount, which means the cost of your consult is refunded entirely by Medicare (this is sometimes referred to as 'bulk-billing'). It is important to note that this only applies to Medicare-eligible services, and that other consults like pre-employment medicals or cosmetic consults, may not attract any Medicare rebates.

On weekdays we also discount consult fees for immunisations, and chronic disease management plans (including plans for mental health) for adults.

All consults on Saturdays, and also all consults for adults aged over 16 without health care cards during the week are charged at our normal rates, with examples given below:

Time	Fees	Rebate	Gap
0-10 minute consult	\$52.60	\$37.60	\$15
10-20 minute consult	\$67.60	\$37.60	\$30
20-30 minute consult	\$102.80	\$72.80	\$30
More complex items	Discuss with treating doctor		~\$50

Payment can be made via credit card (Visa or Mastercard), debit card, or cash at the time of the appointment.

### Communication policy

We endeavour to answer all phone calls promptly and deal with enquires politely and effectively.

We encourage patients to make appointment for all medical results, prescription repeats, specialist referrals and medical certifications. We generally do not take phone requests for such items, unless there are extraordinary circumstances.

Doctors do not take phone calls during the day, however sometimes one of our rostered nurses may be able to provide simple phone advice if appropriate.

Appointments can be made online through our website at [www.ccfamilypractice.com.au](http://www.ccfamilypractice.com.au) (preferred) or via phone 3201 2010.

Reception can be emailed at [reception@ccfamilypractice.com.au](mailto:reception@ccfamilypractice.com.au), however this email is not to be used for requesting appointments, test results etc. We discourage patients from communicating any form of medical information via email, as this method is unencrypted and not considered secure enough for sensitive medical information.



Patients or family members who have difficulty communicating due to hearing impairment, language challenges or disability can contact staff to discuss options to improve accessibility e.g. phone translation services, talk to text services etc.

Further details of our communications policy can be requested from our staff.

### **Policy for management of patient health information**

We take great care of your personal data.

All staff, students, and contractors who work at this practice have signed a confidentiality agreement.

We respect the right of all patients to maintain personal medical information within parent/child and partner relationships. We will only communicate information with family members with your consent.

Your personal information is encrypted, stored securely and backed up to an off-site location on an hourly basis.

Your medical information will only be given to other medical professionals with your consent, except in an emergency when it is thought absolutely necessary for your safety by our doctors.

Transfer of medical information to other treating clinicians is via encrypted messaging or fax. We do not communicate medical information via email unless there are extraordinary circumstances.

Your personal data may be de-identified and used in accordance with our privacy policy for practice quality improvement and auditing. We are not participating in any clinical trials or commercial research, and your data will not be used for this purpose. Our software vendors (clinical, billing and booking) do not share or sell your data to third parties in any circumstances.

You may request a copy of any paperwork you have signed, and further details of our management of patient health information at any time from our staff.

### **Process for reminders and following up results**

We encourage all patients to make appropriate arrangements to follow up investigations in a timely manner. It is your responsibility to ensure that results of investigations are able to be followed up with one of our doctors, especially in the event of an abnormal result.

We operate an automated SMS system to inform patients of abnormal test results. If you receive an SMS notification of abnormal test results you should book in to see your usual GP at your earliest convenience to discuss the results.

We operate a similar SMS reminder system for important medical checks (e.g. cervical screening or skin cancers checks) to remind you when you are due for a review.

We generally do not give results over the phone, and doctors will only ever contact you directly in the case of an urgent abnormal result or emergency.

If you are unable to be contacted by your home, work or mobile phone numbers regarding urgent results we will attempt to contact your listed Next of Kin. If they are unable to be contacted, you will be sent a letter via registered post.

### **Feedback and complaints**

We hope you are pleased with the service you have received at our practice, and we appreciate feedback to ensure we are adequately meeting your needs.

Feedback can be given anonymously via Admonymous ([www.admonymous.com/ccfp](http://www.admonymous.com/ccfp)) or using the feedback box located in the main waiting room.

We are also happy to speak to you personally, please phone our reception staff to arrange a face-to-face meeting or a phone call.

If you wish to make a complaint to the Office of the Health Ombudsman, the contact details are [www.oho.qld.gov.au](http://www.oho.qld.gov.au) or phone 133 646.

*Colleges Crossing Family Practice*

*1 Langi Ct, Karana Downs, Q4306*

*P: 07 3201 2010 F: 3201 1138*

W: [www.ccfamilypractice.com.au](http://www.ccfamilypractice.com.au) E: [reception@ccfamilypractice.com.au](mailto:reception@ccfamilypractice.com.au)