



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 - Friday	8.30am – 5.30pm
Saturday	8.30am – 12noon
Sunday	Closed
Public Holidays	Closed

Our Doctors

Dr Tony Bayliss, Dr Cath Hester, Dr Lauren Barclay
Dr Emma Phillip, Dr Nicole Gryg, Dr Hassan Yaqoob.
All our doctors have specialist qualifications in General Practice. For more information on our doctors please check our website.

Services

CCFP offers a full suite of fact-to-face and online appointments, including the ability for patients to request urgent on-the-day appointments and regular scrips or referrals. Most of our appointments are handled through our booking application, HotDocs, and further information and bookings can be found at our website: <https://ccfamilypractice.com.au/book-via-hotdocs/>

Fees

CCFP is a small business with significant operational costs, but we strive to maintain affordability for our patients. Please refer to our website for further information.

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 for adults.

All consults on Saturdays, and 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	\$67.85	\$42.85	\$25
10-20 minute consult	\$92.85	\$42.85	\$50
20-30 minute consult	\$157.90	\$82.90	\$75

For complex items like excisions – please discuss with your treating doctor. Fees are usually \$50-150 out of pocket.

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

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. In an emergency we urge you to call 000, and for urgent care to attend one of the local emergency rooms (Ipswich General Hospital or St Andrew's private hospital are the closest and also please consider the Riverlink Medicare Urgent Care Clinic or the Ripley Satellite Health Centre).

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 certificates. 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 (preferred) or via phone 3201 2010. Our booking system is called HotDocs, and can be used via an application on your phone.

Reception can be emailed at reception@ccfamilypractice.com.au, however this email is not to be used for requesting appointments, test results etc. Please be aware that standard email is usually unencrypted and is less secure than our medical communication software (Medical Objects and HealthLink) and should only be used if you are comfortable with this risk.

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

Our practice is equipped with a hearing loop to assist those with hearing aids.

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 prefer not to communicate medical information via email where possible.

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 will 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 normal and 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 (unless booked as a telehealth review of results appointment), 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 an email or 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 email, the web form: <https://ccfamilypractice.com.au/feedback-and-suggestions-form/> 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 or phone 133 646.

Colleges Crossing Family Practice is located in Yuggera Country. We respectfully acknowledge the Jagera, Yuggera and Ugarapul peoples as the keepers of ancient knowledge where our practice has been built and whose cultures and customs continue to nurture this land. We pay our respects to Elders past, present and future and acknowledge the cultural diversity of all Aboriginal and Torres Strait Islander peoples.

Address: 1 Langi Ct, Karana Downs Website: www.ccfamilypractice.com.au

Phone: 3201 2010 Fax: 3201 1138

Email: reception@ccfamilypractice.com.au