PACIFIC PINES MEDICAL CENTRE

Shop 6/19 Pitcairn Way
PACIFIC PINES QLD 4211
PH: 5529 8655 FAX: 5529 8677

Dr Simon Hong - Dr Vinh Lao - Dr Peter Yaxley - Dr John Parsons
Dr Cindy Lee – Dr Mandeep Ranhotra – Dr Puneet Pannu – Dr Kerry Lowe

PRACTICE INFORMATION AND POLICIES

OPENING HOURS **7.00am – 6.00pm Monday, Tuesday, Wednesday & Friday**
7.00am – 7.00pm Thursday
8.30am - *12noon Saturday – *Subject to Doctor availability

BILLING POLICY

The billing policy of this practice is to **Direct Bill to Medicare** for **All Patients (BULK BILLING)** with a Medicare Card

Workers Compensation, travel Insurance certificates, Drivers Licence Medicals and work-related medicals **cannot be Direct billed to Medicare**. Please let reception know when you make your appointment, as these items are billed privately and are generally tax deductible.

Out-of-Pocket Expenses – If your referred to Pathology, Radiology or Specialists you may have an out-of-pocket-expense. This will occur if they charge above the schedule fee. When you make your appointment, you can ask if you will receive any out-of-pocket expenses.

NON-ATTENDANCE FEE

Our Practice has a **24 Hour** cancellation policy for any changes and/or cancellations. This gives us enough time for your appointment to be reallocated to another patient. We understand that your time is valuable and so is the time of our Doctors. Patients who fail to give 24 hour's notice will incur a non-attendance fee. Unfortunately, no further appointments can be made until this fee has been paid in full.

PHONE CALLS

The doctors usually do not like to be interrupted during a consultation unless the matter is urgent (e.g. chest pain, sudden collapse).
Our receptionists will take messages and returned calls will be made at the Doctors earliest convenience.

HOME VISITS

We do home visits for patients who are unable to attend the Medical Centre, if they are patients of this practice and who live **within a 2-km radius.**
Patients are better assessed in a **fully equipped surgery** and we encourage all patients to make every effort to attend the surgery if possible.

Home Visits are **not Direct Billed to Medicare**, **with a minimum fee of $200.00**

Home visits are performed during the doctor's lunch breaks or on their way home from work. Please give us plenty of notice if a home visit is required.

AFTER HOURS MEDICAL COVER - phone 137425

For all afterhours we use NATIONAL HOME DOCTOR SERVICE which is a bulk billing service for all Patients or alternatively present to Gold Coast Private Hospital at 14 Hill Street Southport Fees are involved for this service.

IMMUNISATION HISTORY FORMS

If you need an Immunisation History Form completed there are fees involved:
These fees are Non-Refundable with Medicare.
Please speak with one of our Nurses for any questions you may have, and to get the fee involved.

If it is a Medical Emergency always ring 000.

APPOINTMENT SYSTEM

Patients are seen in order of appointments, unless if there is an emergency.
Please ask for an **extended appointment** if you have several problems, as this will be helpful in keeping on time for other patients during the day.
We have **10%** of our appointment times available at the start of each day for urgent fit in appointments, allowing patients every opportunity of access to their doctor if an emergency arises.
Inappropriate use of emergency spots prevents the seriously unwell from access to their doctor. Therefore, when you make an appointment, please inform the receptionist if your visit is **routine / follow-up /urgent.**
We urge patients to see their own Doctor always. Reception staff will always ask "Who is your regular Doctor" when you make an appointment, Continuity of care is very important.

REMINDER REGISTER

We have a reminder system for **Pap Smears, Diabetes Register and Childhood Immunisations**, enabling these patients to have regular check-ups. If you wish to be added to our recall system, please ask one of our receptionists. This is an 'opt' in or 'opt' out system, so at any time you wish to change please inform reception staff.

REMINDER SMS

We send reminder SMS messages for ALL appointments. We need consent from patients to be able to do this. Please inform reception if you do not consent to SMS reminders.

RESULTS

All results are checked by your Doctor. We have a buddy system if your Doctor is away.
Normal results - Patients will not be notified.
Abnormal results - Patients will be notified by SMS & phone for a Non-Urgent Appointment.
Major abnormal results (Urgent) – Patients will receive a call from the practice, in which case the patient will be seen within 24 hours.
X-rays, Ultrasound, CT & MRI's need to be followed up with the patient, please make another appointment after having these done.
All Pap Smear results will be notified by the Practice Nurse.

REPEAT SCRIPTS

A normal consultation applies for repeat scripts. If your GP advises you that they will write a repeat script without a consultation this will incur a fee of $10.00 (non-refundable). Please note this cannot be done for any authority script or S8 medications.
Online Scripts: Can be requested through our Website – www.pachealth.com.au. There is a $12 fee for this service.
Hallway Scripts: Can be performed if you are a regular patient of your Doctor and have been seen within 3 months. Please ask reception if you qualify.

Ehealth – MY HEALTH RECORD

Our Doctors can upload your information to your "My Health Record". Please let us know if you have opted out to have a My Health Record and we will update this in your file.

FEEDBACK

All businesses require feedback for a job well done, or not so well done. We appreciate praise if you feel it appropriate. On occasions patients may raise a complaint about a service. These issues will be handled by the Practice Manager, or speaking directly with the doctor involved, or through Health Quality and Complaints Commission on (07) 3120 5999 or 1800 077 308 Email info@hqcc.qld.gov.au

PRIVACY

Your Medical record is a confidential document. It is the policy of this practice to maintain security of personal health information always and to ensure that this information is only available to authorised members of staff.
Your personal information **will not be released to any third party or organisation** without your prior consent, unless it is directly related to your medical care. Request for access to Personal Health Information is to be requested in writing and given to the Practice Manager or emailed to pm@pachealth.com.au
To keep your Medical Record as current as possible, we request that you inform us when any of your personal details change.

PLEASE ALWAYS INFORM RECEPTION STAFF OF YOUR ARRIVAL WHEN COMING FOR AN APPOINTMENT

Accredited General Practice

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