

■ APPOINTMENTS

- Medwell Medical & Wellness Clinic operates an appointment system. A standard appointment is usually adequate to deal with most health issues. If you are making an appointment for an insurance or employment medical, procedure or complex/ multiple medical problems, please book a longer appointment.
- Please ensure a separate appointment is made for each family member.
- Appointments are made at 10-15 minute intervals so you can normally expect to spend that long with your doctor.
- Appointment slots are held aside each day for same day urgent reviews or sick children.
- An **online appointments facility** is now available through our website www.medwellclinic.com.au or on HotDocs www.hotdoc.com.au

■ SAME DAY POLICY

- If you or someone you know is unwell enough to call us, we know you'll want to see a doctor right away. That's why we have a same day policy (*or next available appointment *note below*). The appointment may not be with your usual doctor, and a wider variety of available times will be disclosed dependent on the time of day we are first notified of your desire to book an appointment, but we always do our best to accommodate your unique needs. **Please note from time to time there are emergencies, and on rare occasions this policy may not apply.*

■ REMINDER SYSTEM and NO-SHOW POLICY

- We know it can be difficult sometimes to remember appointments. Our patients are reminded to attend appointments by SMS or phone call within 24 hours prior to appointment time. If you are unable to attend appointment, please cancel as soon as possible.
- If you do not attend your appointment after three attempts, you will need to attend the surgery physically and make an appointment.

■ WAITING TIMES

- No one likes to be kept waiting. Our staff respect this and try to adhere to appointment times. The unpredictable nature of a medical practice means that consultations sometimes last longer than anticipated. We sincerely regret any inconvenience caused to patients when we are behind schedule.
- Please feel free to phone our clinic to check whether your appointment will be on time.
- If you require any assistance, please consult our friendly staff.

■ REPEAT PRESCRIPTIONS

- In order to monitor your health and fulfill our ethical and legal responsibilities, we require that you attend your doctor (or if your usual doctor is not available, one of the other doctors) in order to receive further prescriptions for your medications.
- If you live more than 1 hour away, and the doctor is happy to issue a script without you physically coming into the clinic then there will be a \$20.00 charge for the script.

■ SICKNESS CERTIFICATES

- A certificate may only be issued after an examination by a doctor, so please make an appointment for this.

■ RECEIVING RESULTS

- It is the policy of this practice to have all patients return for a consultation for their results. In certain circumstances the nurse will be authorized to give results over the phone.

■ HOME VISITS

- Home visits are not offered through Medwell Medical & Wellness Clinic. Please contact our locum agency on 13SICK

■ TELEPHONING YOUR DOCTOR & EMAIL ACCESS

- We believe almost all problems are best dealt with in the consultation. However, you can contact the doctors during surgery opening hours, the receptionist will take a message. In an emergency, your call will be put through to the Nurse for triaging. Our emails are not encrypted. Please take care of sharing any of your confidential information.

■ BILLING ARRANGEMENTS

- Medwell Medical & Wellness Clinic is a mixed billing clinic, some consultations may be bulk billed and only if you have a VALID Medicare Card.
- Patients without Medicare will be charged.
- Workers compensation accounts will be billed to WorkCover or your employer, however, should liability not be accepted for the injury then the account will be your responsibility. Please ensure that you have your claim number available.
- Please note that the reception team can help you claim your Medicare.
- **Certain procedures may have an out of pocket expense. Your doctor, administration team or nurse will advise you if there is any out of pocket expense.**

■ VACCINES

- Patients are encouraged to take advantage of free vaccines made available by the Federal and State Governments. Please ask our nursing team or your doctor for further details.
- For those planning to travel overseas, we require you to visit your GP.

■ AFTER HOURS CARE

- Please remember: - If you have a medical emergency telephone '000' for immediate care.
- Medwell Medical & Wellness Clinic contracts a medical deputising service for after-hours medical care: National Home Doctors 13SICK (13 74 25)
- After hours are classified as: **Mon – Fri: From 6.00pm to 8am | Sunday: 8am- 12pm**

■ INTERPRETER SERVICE

- Whatever your preferred language, we can help you organize an interpreter to assist with any language barriers. We also arrange interpreters through NABS, National Auslan Interpreter Service, for our deaf patients.
- NABS National Auslan Website <http://www.nabs.org.au>
- Greenway Medical Centre uses the Telephone Interpreter Service 1300 131 450 when required. We can organize an "over the phone" service or with 48 hours' notice an "on-site" service. Telephone Interpreting Services website.

■ MANAGEMENT OF YOUR FILES

- Your medical information is confidential; however, Medwell Medical & Wellness Clinic often forward certain medical information to other medical organizations such as the Immunization Register. This is a normal practice and is only for the benefit of the patient. Information at Medwell Medical & Wellness Clinic is handled according to the present Privacy Act. Should you require further details, please speak to the Practice Manager.
- Please note referrals cannot be back dated for legal purposes

■ GAINING REGULAR PATIENT FEEDBACK

- We appreciate patient feedback. Please speak to your receptionist and/or place your comments in our special Suggestion Box.

PATIENT FEEDBACK

We genuinely wish to hear from you. From time to time this practice invites patients to complete questionnaires on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services. We believe that problems are best dealt with through the practice. Indeed, we want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you may wish to take outside, you may prefer to contact the Practice Manager manager@medwellclinic.com.au or the Office of the Health Ombudsman 133 OHO (133 646) or you can email complaints@oho.qld.gov.au