

APPOINTMENTS & WAITING TIMES

Consultation is by appointment. Patients must make an appointment to see a doctor. If you have more than one health concern or a complex issue to discuss, please request a longer appointment at the time of booking. Same day appointments are available for urgent cases. A separate appointment must be made for each family member. Appointments can be made in person or over the phone (Walk-in appointments available). Please let our receptionist know if you require prompt attention for matters such as chest pain, burns, eye injury etc.

Nobody likes to be kept waiting. Our staff understand this and endeavour to manage all appointments as punctually as possible. However, due to the unpredictable nature of a medical practice – doctors do frequently run behind time. We regret any inconvenience caused due to these delays. Please feel free to contact our surgery staff to confirm whether your doctor is running on time BEFORE you arrive for your appointment. For continuity of care it is recommended to see your usual doctor, however if they are unavailable you are welcome to see one of the other doctors in the practice.

HOME VISITS

House calls in extenuating circumstances or where an existing patient of the Practice is terminally ill may be arranged at the discretion of your doctor. Please remember that some problems are better managed at the surgery.

OUR SERVICES

Foxwell Medical is a “smoke free facility” with a focus on preventative medicine, along with looking after your immediate medical needs.

Services Available:

General Medicine	Women's Health
Men's Health	Children's Health
Travel Vaccinations	Immunisations
Chronic Disease	Skin Checks
Health Assessments	Mental Health
Minor Procedures	Asthma Care
Sports injuries	Sexual Health
Counselling	Wound care
Family Planning: Antenatal & Postnatal Care	
Pre-Employment Medicals	

BILLING ARRANGEMENTS

Foxwell Medical is a mixed billing practice. All patients with a current Medicare Card may incur an additional out of pocket expense. H/C Card and Children under 15 will be bulk billed. Patients may be bulk billed at the discretion of their doctor, on a case by case basis. Patients without a current Medicare Card, or who require a non-Medicare Rebateable consultation such as a report, will be required to pay the fee in full. Our fees reflect the quality of our service and vary according to the complexity of service, or if a procedure is performed. Payment can be made by cash, cheque, credit card or EFTPOS.

Private Patients Standard Consult	\$74
Private Patients Long Consult	\$125
Completion of Private Insurance Forms From:	\$150
Pre-Employment & Commercial Driver Medical Forms From:	\$150
Immunisation Update (free with book)	\$25

SPECIALIST REFERRALS

Foxwell Medical provides comprehensive and continuous care in all aspects of General Medicine. However, there are instances when a referral to a specialist is required. Legal requirements prevent back dating of referrals so please ensure you have a valid referral before your specialist appointment.

TELEPHONE CALLS AND COMMUNICATION WITH DOCTORS

It is the Policy of Foxwell Medical not to interrupt doctors with telephone calls from patients during consultations. If our nurse is unable to help you, our receptionists will be happy to forward your message to the Doctor. It is preferred that patients make an appointment to discuss any concerns with their doctor in person. Our nurse will triage any urgent phone calls.

INTERPRETER SERVICE

Whatever your preferred language; we can help you organise an interpreter to assist with any language barriers. Please inform reception when making your appointment or phone the TIS 1300 131 450 for a telephone translator service. We also arrange interpreters through the National Auslan Interpreter Service, for our hearing impaired patients.

RECALL AND REMINDER SYSTEMS

To obtain results you must make an appointment to see your doctor. A practice staff member may contact you to advise you that your results have returned and the doctor requires you to attend for the results. In adherence with our Privacy Policy, results will not be given out over the phone. Patients are advised to inform reception of any privacy concerns regarding phone calls.

As part of our commitment to preventative health, patients may receive letters or an SMS to remind them they are due to attend the surgery for a follow up appointments

Foxwell Medical also participates in national and state-based reminders systems such as the Cervical Screening and Immunisation registers. If you **do not** wish to participate in these reminder systems please notify your doctor at time of consultation.

TRANSFER OF MEDICAL RECORDS

To obtain your previous medical records we will just need your signature on a Medical Records Request Form. However please be advised that some surgeries do charge to release a copy.

REPEAT PRESCRIPTIONS, CERTIFICATES & PATHOLOGY / RADIOLOGY RESULTS

In order to monitor your health, maintain confidentiality, fulfil our ethical responsibilities and follow Medicare guidelines, we require that you attend your doctor for results, medical certificates, letters and repeat prescriptions.

ALLIED HEALTH

We have the services for Physiotherapy, Podiatry, Diabetes Educator, Audiology, Psychology, Dietitian, and Exercise Physiology, at this practice. Fees may apply.

AFTER HOURS CARE

Our after-hours medical service is provided by National Home Doctors Service. NHDS are a fully accredited service. Their direct number is 13 74 25 anytime outside of our opening hours. Please remember to telephone 000 for immediate attention in the event of a medical emergency.

10 Tips for Safer Health Care

1. Be actively involved in your own health care
2. Speak up if you have any questions or concerns
3. Learn more about your condition or treatments by asking your doctor or nurse and by using other reliable sources of information
4. Keep a list of all the medicines you are taking
5. Make sure you understand the medicines you are taking
6. Make sure you get the results of any test or procedure
7. Talk to your doctor or other health care professional about your options if you need to go into hospital
8. Make sure you understand what will happen if you need surgery or a procedure
9. Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation
10. Before you leave hospital, ask your doctor or other health care professionals to explain the treatment plan you will use at home.

PATIENT RIGHTS

Patients who have doubts about treatment or procedures explained to them, have the right to talk to their general practitioner and seek a second opinion.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

This practice is committed to maintaining the confidentiality of your health information and has protocols in place to safeguard your privacy. All employees are required to sign a confidentiality agreement upon commencement of employment and all computers are password protected. Your medical information is confidential and will not be shared with any third party without your consent. For more information on privacy please obtain a copy of our Privacy Policy from reception.

AGGRESSIVE BEHAVIOUR

Verbal and/or physical abuse toward our staff is not tolerated and any patient displaying inappropriate behaviour will be asked to leave. The patient may

also be banned from the practice at the discretion of the practice manager or doctor.

ABOUT OUR DOCTORS:

Foxwell Medical provides comprehensive primary care for patients.

All Doctors have a commitment to general practice and to continuing medical education.

OUR STAFF:

Reception staff: Sally, Elyra, Candy, Vanessa, Rimaz, Crystal

Nurse: Rebecca, Lindsay, Jade, Katlyn

PATIENT FEEDBACK

Our goal is to provide a quality and professional service in a comfortable and caring environment. We are happy to hear from you – should you have any concerns or suggestions, please telephone, write or email to:

Alyson Pevreal – Business Owner/Practice Manager

Foxwell Medical

334 Foxwell Road
Coomera, QLD 4209

Telephone: 07 5657 1906

Fax: 07 5657 1907

Email: a.pevreal@medicalmcn.com.au

Please note: All formal complaints must be in writing before they can be addressed.

We believe that your concerns are best dealt with through the practice or alternatively our head office. However if we are unable to assist, you may prefer to contact the:

Health Ombudsman:

Office of the Health Ombudsman

GPO Box 13281 George Street, Brisbane, QLD, 4003

Tel: 133 646 Fax: 07 3319 6350

Website: www.oho.gov.au

OPEN 6 DAYS

BOOK YOUR APPOINTMENT ONLINE NOW:

www.foxwellmedical.com.au



Shop 1, Building D, 334 Foxwell Road
Coomera, QLD, 4209

TEL: 07 5657 1906 **FAX:** 07 5657 1907

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IN THE EVENT OF AN EMERGENCY DIAL 000

Opening hours:

Monday to Friday: 7.30 am – 5.00 pm
Saturday: 7.30 am - 12.00 pm
Sunday: Closed
Public Hols: Closed

ATTENDING DOCTORS:

Dr Guirguis Salib
Dr Tammra Warby
Dr Rachel MacLachlan
Dr Nelson Sucgang (Cosmetic Physician)

ALLIED HEALTH:

Paulina Strak	- Physiotherapy
Hayley Coles	- Dietitian
Vanessa Diep	- Podiatry
Paul Clarke	- Podiatry
Irene Vermooten	- Clinical Psychology
Trevor Hatten	- Clinical Psychology
Mo Chouchane	- Exercise Physiologist
Simon Want	- Acupuncture
Emma Jones	- Remedial Massage Therapy
Glynis Bretherton	- Clinical Hypnotherapist
Dr Nigel Jackson	- Osteopath

AFTER HOURS:

National Home Doctor Service: 13 74 25
For Medical Emergency call: 000
Health Advice Hotline: 13HEALTH (132584)