

Services

The Family & Diabetic GP Clinic provides a comprehensive range of services including, but not limited to:-

- Diabetic Care
 - Insulin Pump starts/upgrades/transition
 - Continuous Glucose Monitoring
 - Type 1 & 2 Care
 - Diabetic Retinopathy Screening (Eye test)
- General Medical and Care for all ages
- Chronic Disease Management
- Care Plans and Health Assessments
- Mental Health Care Plans
- Weight Management
- Full Immunisation service from infancy to adulthood
- Women's Health (including contraception implants)
- Men's Health
- Sexual Health
- Children's Health and Development
- Antenatal care
- Skin Checks and Excisions
- Dressings of wounds, ulcers, burns
- Travel Medicine
- ECGs, Spirometry (lung capacity test),
- Diabetes Education
- QML Pathology
- Insurance and drivers licence medicals
- Work Cover
- Flu vaccinations
- Home Visits if required (within and outside and normal opening hours)
- Translating and Interpreting Service - TIS National
- NABS – National Auslan Interpreter Booking

Appointment Reminders

All patients at the Clinic are sent an SMS reminder using their mobile number to remind them of their upcoming appointment with our doctors or allied health professionals. All reminders are sent the day before an appointment. Consent for this to occur is contained on the Patient Registration Form. Should you choose not to be sent SMS reminders, please also advise reception.

Compliments, Complaints & Feedback

The Doctors, Allied Health Practitioners and staff at this practice are committed to providing you with the highest standard of patient care. A suggestion box is located in the waiting room. Your input will help us to continually improve our service.

We take patient complaints seriously and consider them a valuable source of feedback on our services.

If you have a complaint or would like to discuss an issue, please ask to speak to the Practice Manager or Practice Principal, Dr Clark.

This can be done in person, in writing or over the phone. If you are unhappy with the response provided, you can contact:-

- The Office of the Health Ombudsman ph133 646
- The Office of the Australian Information Commissioner on 1300 363 992

Transfer of Health Information

You may wish to have a copy or a summary of your health records transferred to this practice. Please ask our receptionists for information about how this can take place.

Patient's Rights

To obtain good health outcomes, it is important for patients and consumers to participate in decisions and choices about their care and health needs. This provides the basis for informed consent and informed decision making.

Health Promotion

Our Clinic provides health promotion and prevention information, education and brochures. These are available at our Clinic, and our service providers can assist you with any enquires.



Your one-stop GP Clinic for diabetes and full family care

Suite 14, The Hyde Park Centre
36 Kings Road / Woolcock St
Hyde Park, Townsville Qld 4812
Phone: (07) 4724 0700
Fax: (07) 4724 5459

Email:

admin@diabeticgp.com.au

Website:

www.diabeticgp.com.au

Trading Hours:

The Family & Diabetic GP Clinic is open :

Monday: 8:30am-5:00pm
Tuesday: 8:30am-5:00pm
Wednesday: 8:30am-5:00pm
Thursday: 8:00am-5:00pm
Friday: 8:00am-5:00pm
Saturday: 9:00am-12:00noon

The Family GP Clinic is a family practice that delivers comprehensive primary health care to the entire family. We also offer all services essential to the complete management of diabetes (including offering the latest technological advancements) and we are proud to operate a full skin cancer clinic. Patients of The Family GP Clinic will enjoy the convenience of medical and allied health services including :-

- Dr Kenny Clark— with a special interest in Diabetes & Metabolic Syndrome
- Dr Simon Chin— Specialises in skin cancer medicine .
- Dr Aimee Smith - special interest in First Nations' health, diabetes management, women's and children's Health
- Dr Alexandra Gillie - Special Interest in women's and children health, as well as preventative and mental health.
- Dr Rosalind Hiddins - Special Interest in Family Planning, IUD insertion and skin cancer medicine.
- Dr Susie Gibbs—special interest in women's health, paediatrics, Chronic disease management
- Dr Elyse Boyd – Special Interest in Menopause, Paediatrics, antenatal care, and women's health.
- Dr Irfaan Mussa — with a special interest in Men's Health, Geriatric Medicine, Cardiovascular Medicine, Renal & Respiratory Medicine as well as Palliative Care.
- Dr Naq — Special interest in Women's health, children's health and sexual health.
- Dr Lucy Gray—
- Registered Nursing Staff.
- On-site pathology - QML (Mon - Fri: 9am to 12:00noon)

Walk In's

Our standard appointment policy is to book appointments in advance either over the phone, online or in person. If you do "walk in" for an appointment, we will do our best to accommodate you, but there may be a waiting time. As a priority, we are vigilant of the need to detect patients with urgent matters via our triage policy, whom will receive immediate or earlier attention by a doctor and nurse.

Telehealth Appointments

Doctors can provide telehealth (video or phone) appointments if you are unwell or are unable to attend the practice. If you have attended face-to-face within the last 12 months there will be a Medicare rebate.

Privacy Policy

We respect your rights to privacy and take our privacy obligations seriously. We comply with the 13 Australian Privacy Principles, contained in the Privacy Act 1988 (Cth) and meet the legal and ethical standards relating to privacy and security. The Family & Diabetic GP Clinic will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it:-

- to effectively communicate with third parties, including government departments, private health insurers and other practitioners involved in your healthcare including the Allied Health Practitioners that work from our Clinic; and
- for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg education/staff training). Full details of our Privacy Policy (including obtaining a copy) can be obtained at Reception, on our website or by asking any of our friendly staff.

Obtaining Results

If our Doctors would like to see you for a non-urgent appointment or if your results are abnormal, you will be contacted to make a follow-up appointment. If, after a week, you haven't heard from us, we ask that you phone the Clinic.

Recall System

The Family & Diabetic GP Clinic implements both a Recall System and a Reminder System to help us maintain your health. Our **Recall** process consists of contacting patients to return to the practice to receive further medical advice on matters of clinical significance (for example, to discuss test results and/or follow-up treatment). Our **Reminder** system is in place to provide patients with preventive care. Reminders are conducted for various conditions and reasons such as immunisations, diabetic care and Pap smears. As a patient, you must provide consent prior to being placed on our Reminder system and any other reminder registers (these include, Pap smear register, Australian Childhood Immunisation Register, Familial cancer registry, Bowel cancer screening and Mammogram screening). This consent is contained on our Patient Registration Form which each patient will complete before their first appointment at the Clinic. Should you choose not to be contacted regarding Reminders, please also advise Reception.

Communication and Electronic Policy

You can contact the clinic on (07) 4724 0700 or email Reception at admin@diabeticgp.com.au If you have a query you would like to ask your GP, our friendly Reception staff can pass the message on and the practitioner, Reception or a nurse will get back to you to resolve your query. You may need to make an appointment with your GP. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice or

After Hours Service

Should you require urgent medical assistance after our practice closes, options available:-

1. If it's an **emergency, call 000**
2. Medical Deputising Services:-
 - * Hello Home Doctor 6pm—8am ph:134 100
 - * Health Direct GP Helpline 24/7 Ph:1800 022 222
 - * 13 Sick National Home Doctor Ph: 137 425
3. Mater Emergency 7am-10pm Ph: 4727 4000
4. Townsville University Hospital Emergency Dept (100 Angus Smith Drive Douglas) Ph: 4433 1111.

Home Visits

Some doctors may be able to provide home visits in certain circumstances. Phoning to discuss this as early as possible will assist your doctor with making a decision about how best to see you.

Updating your contact details

It is very important that we have your current contact details. Please advise reception staff if you have changed any of your details.

Practice Billing Principles

The Family & Diabetic GP Clinic is a Private Billing Practice. Fees are payable at the time of consultation. Doctors' Fees are charged at the practitioners' discretion. Fees vary according to the nature and length of consultation or procedures performed. Our reception staff are happy to discuss all fees and our billing policy. Our fees list can be found at reception and on our website.

The following will be bulk-billed:-

- The holder of a gold DVA card
- Most Chronic Illness Care Plan or Review appointments (your doctor will advise otherwise)

Children under 16 and Concession Card holders will be given a discounted fee (this means the holder of a Pensioner Concession Card or a Health Care Card).

CONSULTATION FEES	MEDICARE	REBATE
Standard		
5 up to 20 mins	\$102.00	\$43.90
Long		
20 up to 40 mins	\$195.00	\$84.90
Prolonged		
more than 40 mins	\$295.00	\$125.10
Saturday		
5 up to 20mins	\$110.00	\$43.90

Extra Information

Postal: PO Box 272, Belgian Gardens QLD 4810
 Facebook: www.facebook.com/diabeticgp/
 Instagram: www.instagram.com/thediabeticgpclinic/
 ABN: 81 610 086 443