

BLACKBUTT MEDICAL CENTRE

91 Coulson Street, BLACKBUTT Qld 4314
Phone: **ALL HOURS 4163 0023** Fax: 4163 0024
Email: admin@blackbuttmedical.com.au

121A - PATIENT INFORMATION SHEET

***This practice aims to provide a comprehensive range of general practice services.
Please consult our staff for a full range of practice services available.***

CURRENT GP's and CLINICAL STAFF

GP's:	Dr. Daphene Connor	MBBS, FRACGP, FAMAC, Dip Skin Cancer
	Dr. Paul Kennedy	MHA
	Dr. Lorna Montgomery	MBChB, FRACGP
	Dr. Hla Myat	MBBS
Nurse:	Donna Lewis	Practice Nurse

OPENING HOURS

Monday to Friday 8.00am to 5.00pm

AFTER HOURS WEEK DAYS

FOR LIFE THREATENING EMERGENCIES DIAL 000

All After Hours Contact - Phone 4163 0023.

The voice message will prompt you to the after hours 13 Health (Ph: 1343 2584).

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MEET OUR OTHER STAFF

Practice Manager	Jeff Connor
Office Manager	Hayley Cooper
Admin Assistant	Tonia Gillard, Kayla Mathews, Magan Schloss
Practice Nurse	Donna Lewis

APPOINTMENTS

Consultation is by appointment only. Appointments are only available by phone or in person during clinic hours. Telephone consults are still available to patients who have visited the practice in the last 12 months. PLEASE request the doctor of your choice, however, if he or she is not available you may be able to see one of the other doctors. Where possible your preferred time and GP will be appointed. While every effort is made for patients with appointments to be seen at their appointment times, emergencies will take first exception. Reception staff will Triage all “emergencies” as they present.

If you need more time with Doctor or have multiple problems to discuss please let the staff know when booking the appointment so the extra time can be allowed. Please advise reception staff of your special needs:

Urgent medical problem

Personal crisis, Adolescent problems

Workcover or Traffic Accident

Travel or Insurance Medical Report

After Hospital Discharge / Review

If you are unable to keep your appointment, please ring to cancel or re-appoint. Missed appointments may be charged a fee.

HOME VISITS

These are kept to a minimum due to the nature of the practice, time constraints and safety reasons. Mainly for regular patients whose condition prevents them attending the practice. Visits will only be made within the Blackbutt-Benarkin community.

TELEPHONE CALLS and E:MAIL

Doctor would prefer that staff members handle telephone calls and e:mails. If you want to leave a message for a specific doctor, they will get back to you in an appropriate and timely manner.

PRESCRIPTIONS

Telephone requests for prescriptions will not be accepted at this practice for legal reasons and the safety of your health. Telephone consults are still available to patients who have visited the practice in the last 12 months. Scripts can be faxed or emailed to your preferred pharmacy but originals must be posted later.

SMOKING

Smoking is prohibited inside the building and surrounding area.

RECALLS and REMINDERS

Patients will be placed on recall systems for Qld Health preventative registers such as Childhood Immunization, Cervical Screening and Diabetes.

PATIENT TRAVEL FORMS

If you require a patient travel form to be completed, an appointment needs to be made two weeks prior to your travel with the doctor at this practice.

FEES AND BILLING ARRANGEMENTS

Blackbutt Medical Centre has been a mixed billing medical practice since February 2020. If your GP hasn't bulk billed you, full payment of the consultation fee needs to be paid on that day. The gap between your Medicare rebate and the consultation charge is the out-of-pocket amount.

New patients and visitors are welcome, however all first visits are privately billed. With on-the-spot processing, the Medicare rebate goes into your bank account right away. Fees will be payable at the time of consultation by cash, credit card or EFTPOS. Accounts are unfortunately not able to be given. The AMA fee structure forms the basis of our billing policy, and our doctors charge the fees that reflect the time taken and degree of complexity in each consultation. Our practice is equipped with TYRO and Medicare On-Line. These facilities allow the surgery to directly lodge your receipt for Medicare refunds, saving time for patients.

Please ask our reception members for any information regarding these rebate options, as well as private fees. In today's environment, it's no longer possible to bulk bill every patient. All consultations are time-based and attract a fee. We have given a great deal of consideration to who is eligible to be bulk billed.

Blackbutt Medical Centre pride ourselves on delivering the best quality, sustainable community health care. Bulk billing is available for people who have a valid Medicare card and are:

Pension Card Holders
Health Care Card Holders
DVA Card Holders
Children under 16 years
Students under 25 years with a Student card
Undertaking a Mental Health Care plan
Undertaking a Chronic Disease Management Plan or Team Care Plan
Undertaking a Home medicines Review appointment.
75+ Annual Health Check

If your card has expired, we aren't able to bulk bill you. If your newborn does not have a card yet, we aren't able to bulk bill them. If our patients need to access quality health care but can't afford it, we will, of course, bulk bill them. (At the discretion of your GP)

Blackbutt Medical Centre pride ourselves on delivering the best quality, sustainable community medical and health care.

Item	Our Fee	Medicare Rebate
• Standard Consultation (Item 23)	\$ 70.00	\$ 39.10
• Long Consultation (Item 36)	\$ 110.00	\$ 75.75

PRIVACY

This clinic has a Privacy Policy. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal information and to ensure that this information is only available to authorized staff. For teaching purposes, the practice will sometimes have a medical student in the consultation room but a notice will always be displayed and your permission will be obtained. Also, when performing procedures, doctor will always need an assistant, which will be a staff member, so if you have any concerns please talk to the staff or doctor.

ACCESS to INFORMATION

Patients are able to request a copy of their patient records when transferring to another practice. A signed request will be required from that practice. Patients are also able to request copies of their Patient Records in complete or summary form from other medical centers. Again, a signed request form from this practice will be required. Often fees will be charged for searching, copying and postage. These must be paid before records will be transferred.

COMPLAINTS

Any complaints should be discussed with the doctor or the Practice Manager of this practice directly or in writing. Details of contact details for Queensland health complaints agency are available from Reception or the Practice Manager. Please feel free to add your suggestion to improve the quality of service at Blackbutt Medical Centre by placing your written suggestion in the “Suggestion Box”.

CHECK IN QLD

Blackbutt Medical Centre has installed the Check In Qld app and QR code enabling our venue to easily comply with the Public Health Directions by enabling customers who do not have appointments to self-check-in and have their information directly stored with Queensland Health for contact tracing (if required). Regular updates are available from <https://www.covid19.qld.gov.au/>

FOOD OR DRINK

Is not encouraged inside the practice.

MOBILE PHONES

As a courtesy to other patients and the effective running of the practice please turn off your mobile phone while inside the practice.

FEEDBACK

Please feel free to leave a verbal or written message. A suggestion box is available. Comments and opinions are always welcome at this practice. If you leave contact details a reply will be given.

RESPONSES TO PATIENT FEEDBACK

The new facility at 91 Coulson Street, Blackbutt was in the large part a response to patient feedback for more GP's, shorter wait times, choice of GP, access to specialist ancillary health and proximity to a pharmacy.

RESULTS – Pathology & Diagnostic Imaging etc

It is the patient's responsibility to make a follow-up appointment to discuss the results of any tests/x-rays etc.

For pathology tests - an appointment 3 or 4 days after tests are requested will ensure the results are available at the time of the follow-up appointment.

For diagnostic imaging – after you have had the imaging done, please telephone the surgery to make an appointment to discuss the results with the doctor.

If the doctor needs to see you urgently to discuss your results, you will be contacted by our office staff.

Accreditation

Blackbutt Medical Centre (previously Timbertown Medical Centre) has been Accredited since 2006.

What is Accreditation?

The College of General Practice (RACGP) is responsible for writing the Standards for General Practices in Australia. The RACGP Standards are one of the pillars of safety and quality in the Australian Healthcare system. The Standards are designed to keep Australian General Practice at the forefront of safe, high quality primary healthcare delivery in Australia. The RACGP Standards for General Practices are subject to a rigorous accreditation process through the International Society for Quality in Healthcare.

What is quality?

Quality service provision in the health care setting is maintained by measuring the degree to which a practice meets the requirements of set performance standards. These standards encourage General Practices to monitor and continually improve the services the practice provides, including education, practice management, the rights and needs of patients and the physical facilities of the practice. This practice was last accredited to the 5th Edition of the RACGP Standards for General Practices. Visit these Standards at RACGP.

This is the link: <https://www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition>

AGPAL Accreditation

Our practice is assessed against the RACGP standards by the independent accreditation agency AGPAL. We are proud to display the AGPAL accreditation logo as evidence of our hard working staff and their achievement to comply with these performance standards. AGPAL accreditation is recognised by the Commonwealth Department of Health and Ageing as proof our practice complies with all performance standards. Blackbutt Medical Centre is AGPAL accredited until April 2023.

Clinic Facilities

The Blackbutt Medical Centre opened on July 1st, 2013. It aims to strengthen team-based care services by hosting 3 - 6 full time GPs, 1-2 nurses and a variety of visiting specialists and allied health professionals. The practice is able to provide extended hours to better cater to the needs of the population and extend clinical medical training facilities, accepting up to 7 medical students annually and one or two GP Registrars and/or Medical Interns. Same day and next day appointment with your preferred GP are a feature of the new facility.

The facility has been constructed in an architectural style suited to the town and is situated on the Coulson St (D'Aguilar Hwy) with access from Pine St and substantial off street parking for clients and staff.

The building has distinctly defined zones with waiting and reception areas at the front, 6 consulting rooms, a visiting specialist room with external access, QML Pathology located on-site (operating M-F) and administration areas centrally located.

The 240m² medical facility, also accessed from Pine Street, incorporates 6 consultation rooms, a 3 bay treatment room, amenities, nurses' station, reception area, office for practice manager & server room, visiting specialist, ancillary health services rooms, a staff room and GP Registrar training facilities (bi-folding doors between these rooms create a multipurpose room). All of these rooms are serviced by e-Health resources and facilities to the RACGP 5th Edition Standards.

A 104m² pharmacy occupies the Coulson St frontage and is accessible via a covered walkway off Pine Street and linked internally with the medical centre via an airport style roller door. (Not operating since Covid restrictions.)

Waiting area offers alternative seating to reduce risk of cross infection with a well-equipped visual brochure rack. There is also a collection of current publications of periodicals and newspapers to read.

Surgical procedures - a range of minor procedures are performed in our well-equipped three bay treatment room. We ensure all instruments are sterilized to RACGP National Standards. The treatment room can also act as a temporary emergency bay.

A well-resourced staff meeting and education and training room is located attached to the staff kitchen.

Consultation rooms are modern and well resourced. Tele-health resources are accessible in all room.

Front Desk - the reception desk and central administration areas receive plenty of natural light, are warm and friendly and offer an inviting welcome to the surgery. Careful design ensures good patient flow, privacy and a capacity for staff to discreetly supervise patients.

A 40KVA Generator and cutting edge IT technology minimizes “down time” due to power and internet outages

The Practice Manager

(Last updated July 2021)