

Patient Confidentiality

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

Signed consent is required in order to transfer patient records to a third party. We abide by the 10 National Privacy Principles available at www.privacy.gov.au

Patient Feedback/Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist team. You may prefer to write to us. We take your concerns, suggestions and complaints seriously.

Practice Manager
Herbert Street Family Medical Centre
PO Box 82
Bowen Qld 4805
or
Queensland Health Quality and
Complaints Commission
Level 17, Albert Street
GPO Box 3089
Brisbane Qld 4001
Toll Free: 1800 077 308
Facsimile: (07) 3120 5998
Email: info@hqcc.qld.gov.au

Herbert Street

hsfmc

Family Medical Centre

CARE OUTSIDE NORMAL OPENING HOURS

PLEASE CONTACT BOWEN HOSPITAL
AFTER HOURS ON 07 4786 8222
EMERGENCIES 000

Phone 07 4786 3833
Fax 07 4786 3855

Poschelk House
1 / 77 Herbert Street
PO Box 82
Bowen Qld 4805
ABN 131 419 896 11

Herbert Street

hsfmc

Family Medical Centre

Practice Hours

**Monday to Wednesday
8:30am to 5:00pm**

**Thursday & Friday
7:00am to 3:00pm**

**Saturday - Closed
Sunday - Closed**

Phone 07 4786 3833
Fax 07 4786 3855

Poschelk House
1 / 77 Herbert Street
PO Box 82
Bowen Qld 4805
ABN 131 419 896 11

Our Services

- Check ups
- Health Checks
- Family Planning
- Pap smears
- Pregnancy tests & antenatal care
- ECG - Heart check
- Vaccinations
- Minor surgical procedures
- Nutritional advice
- Skin checks
- Closing the Gap
- Travel vaccinations
- Pre- Employment Medicals
- Referrals
- General Practice Care & Management Plans

Home visits are available for patients of the practice by our Health Worker

Patient Triage

Patients are seen in the following order:

Emergencies, Appointments, Walk-ins. We do appreciate your patience should a delay occur.

APPOINTMENTS

Please ring 07 4786 3833 for an appointment. Every effort will be made to accommodate your preferred time and GP.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionist if you require some extra time.

When booking an appointment you may request an extended appointment these are required for Centrelink paperwork, reports, care plans, multiple service requests and surgical procedures.

INTERPRETER SERVICES & National Relay Service

If you or a family member requires an interpreter service, our team are able to facilitate the use of TIS National for telephone interpreters and the National Relay Service for the hearing impaired. Please let us know when you make the appointment.

Reminder System

Our practice is committed to preventative care. Your GP may seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor know.

Contacting the Doctor

Our GP's may not be able to take calls while they are in consultation with patients. Messages can be left with our friendly reception team.

GP's Name

Dr Harpreet Kaur.

Notification of Significant Results

When undertaking tests, pathology or x-rays, patients are encouraged to book an appointment to discuss results with their GP. Please be aware that reception and nursing staff are not permitted to notify patient results.

In the case of significant results, you will be contacted on the nominated phone number and/or postal address, requesting that you return for discussion or further treatment. For further information on our recall system please ask our reception team.

SMOKING POLICY

This practice has a no smoking policy.

FEES & BILLING

Herbert Street Family Medical Centre is a Mixed Billing practice. We ask that you present your Medicare Card when checking in at each appointment. A standard private consultation for a patient without a Medicare Card is \$65.00

The GP at this practice will Bulk Bill Pensioners and Health Care Card Holders.

Parking

Herbert Street Family Medical Centre has parking located on Herbert and Gordon Streets.

Disabled are encouraged to park on Herbert St for easy access.

Visitors Welcome to our Clinic