



Kedron Wavell Medical Centre

232 Gympie Rd
KEDRON Qld 4031

Phone: (07) 3359 2160

Fax: (07) 3359 7793

Email: admin@kedronwavellmedicalcentre.com.au

Website: www.kedronwavellmedicalcentre.com.au

Information Sheet

About us:

Open 6 days, Kedron Wavell Medical Centre is family owned practice that offers a comprehensive range of medical health services that focus on high quality healthcare delivered in a compassionate and professional manner. Our practice comprises 8 consulting rooms and a large three bed treatment room. Kedron Wavell Medical Centre is staffed by male and female doctors.

Opening Hours:

Monday to Thursday	8:00am – 6:00pm
Friday	7:00am – 5:00pm
Saturday	8:30am – 11:30am
Sunday	Closed

Doctors:

- Dr Marea McMahon
- Dr Eric van der List
- Dr Liz French
- Dr Jane Walters
- Dr Sarah McDonnell
- Dr Winfried Sedhoff
- Dr Catherine Swanson
- Dr Nicole White
- Dr Michael Wheeler
- Dr Mitchell Evans

Appointments:

To arrange an appointment please call the practice on (07) 3359 2160; alternatively if you are an existing patient please use our online booking system by visiting www.kedronwavellmedicalcentre.com.au.

Standard appointments are 15 mins. Longer appointment times are available on request, if required. Please notify the Receptionist at the time of booking of your preferred GP.

Practice Billing:

Kedron Wavell Medical Centre is a private billing practice and payment is required at the time of consultation.

Our consultation fees are available from reception or alternatively at our website:

www.kedronwavellmedicalcentre.com.au.

KWMC offers Bulk billing for children under the age of 16 and a reduced fee for patients who are pensioners or hold a healthcare card.

Test Results:

In most cases patients will be asked to make a follow up appointment to receive test results. To ensure our staff maintain strict patient confidentiality and comply with the National Privacy Act, it is the policy of this Medical Centre that pathology and Radiology test results will not be given over the telephone by our reception and nursing staff.

Telephone Access:

Our friendly Doctors may be contacted during normal opening hours. These calls will be initially taken by our reception staff who will relay your request to the Doctor to return your call at his/her earliest convenience.

If the matter is urgent please notify the receptionist and you will be transferred to the Doctor or practice nurse.

Email Access:

Our contact email address is admin@kedronwavellmedicalcentre.com.au . This email address is checked on a regular basis and you can expect a reply from us within 24-48 hours. If the matter is urgent we do suggest that you call us on (07) 3359 2160.

Reminder System:

As a part of our ongoing commitment to high quality patient care, we may issue you with a reminder notice from time to time, offering you preventative health services, appropriate to your care. Our practice participates in the government reminder systems (eg. Pap Smear Registry and ACIR – Immunisations). If you do not wish to be part of this system, please let your doctor or reception know.

Car Parking and Disabled Access:

Car parking, which can be accessed from Somerset Rd, is available underneath the Medical Centre. There is a separate parking bay located adjacent to the lift in the car park assigned for our disabled patients.

Pathology Collection:

For your convenience there is an onsite pathology service for blood and other specimen collections from 8:00am-4:00pm Monday – Friday and 8:00am – 12:00pm Saturdays.

After Hours:

If medical attention is required outside operating hours, a telephone call to the Medical Centre on (07) 3359 2160 will put you in contact with our after hour care service, National Home Doctor Service, 137 425

Medical Records and Privacy:

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

For more information, please ask for a copy of our 'Privacy Policy' statement at reception or alternatively on our website: www.kedronwavellmedicalcentre.com.au. Should you require access to your medical information please discuss this with your Doctor or the Practice Manager.

Home Visits:

Home visits are available for regular patients of the practice whose condition prevents them from attending the clinic. Please speak to our accommodating Reception staff about home visit fees and charges.

Translating and Interpreting Services:

If you require the services of an interpreting service our staff have access to the TIS and NABS.

Your Rights:

If, for any reason, you are dissatisfied with any aspect of the care you have received at this practice, we want to know about it. We take your concerns, suggestions and complaints seriously. Please write or speak to the Practice Manager or your Doctor to discuss your concerns. Grievances will be dealt with promptly and if you still feel unhappy with the resolution you may contact: Office of the Health Ombudsman | Po Box 13281 George St Brisbane Qld 4003 | P: 131 646 | W: www.oho.qld.gov.au



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