

## PRACTICE INFORMATION BROCHURE

**Phone:** (07) 3359 2160

**Fax:** (07) 3359 7793

**Email:** [reception@kedronwavellmedicalcentre.com.au](mailto:reception@kedronwavellmedicalcentre.com.au)

**Website** [www.kedronwavellmedicalcentre.com.au](http://www.kedronwavellmedicalcentre.com.au)

Open 6 days, Kedron Wavell Medical Centre is a 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 10 consulting rooms and a large three bed treatment room.

### Consulting Hours

Monday & Tuesday	8:00am – 8:00pm
Wednesday	8:00am – 6:00pm
Thursday	8:00am – 8:00pm
Friday	7:00am – 5:00pm
Saturday	8:00am – 12:00pm
Sunday	Closed

- Dr Marea McMahon
- Dr Eric van der List
- Dr Jane Walters
- Dr Nicola Sleeman
- Dr Chantel Sabbadin
- Dr Annie-Kate Vann
- Dr Bronwyn Hope
- Dr Winfried Sedhoff
- Dr Michael Wheeler
- Dr Amy Palmer
- Dr Nicola Sleeman
- Dr Esther Jenkins
- Dr Stephanie Dawson-Smith
- Maree Patane

Your doctor can provide general check-ups, family planning, cervical screening pregnancy tests, ECG, heart checks, counselling, minor surgery, contraception advice, suturing of wounds, removal of moles, skin cancers and warts, nutritional advice, sports medicine and skin checks.

### Appointments:

We are an appointment-based practice. However, we understand at times you may need to present without an appointment. In this instance we will endeavour to meet your needs in a time appropriate manner. For any urgent matters please inform reception so we can accommodate your needs.

To arrange an appointment please call the practice on (07) 3359 2160; alternatively, our online booking system is available via our website:

[www.kedronwavellmedicalcentre.com.au](http://www.kedronwavellmedicalcentre.com.au)

Standard appointments are 15 mins. If there are multiple items to discuss, please request a longer appointment. Please notify reception at the time of booking of your preferred GP.



### After Hours Arrangements

When the practice is closed, and you have a problem requiring medical attention, please contact our after-hours deputising service, National Home Doctors on 13 SICK (13 7425). This service will forward a report to us following your treatment. In the instance of a medical emergency, please call 000.

### 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](http://www.kedronwavellmedicalcentre.com.au).

KWMC offers Bulk Billing for children under the age of 13 and a reduced fee for patients who are aged pensioners or hold a healthcare card. Please note, we do not bulk bill children before 8am, after 5pm or on weekends, practice fees will apply.

### Vaccines:

If you have a vaccine with you, please hand it to reception staff on your arrival for refrigeration. Vaccines should be carried in a cold pack from the purchase point and kept cool.

### Repeat Prescriptions:

If you are on a prescribed medication, it is important that you are reviewed regularly, therefore an appointment will be necessary. Please ensure that an appointment is made with your regular doctor prior to your medication running out.

### Nursing Services:

Nursing assistance is available as coordinated by your doctor. There is a team of nurses who help provide health assessments, immunisations, wound care and chronic disease management.

### Car Parking and Disabled Access:

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



### Test Results:

For good quality care, all patients are required to make an appointment to see a Doctor for all results. To ensure strict patient confidentiality and compliance with the National Privacy Act is maintained, pathology and radiology results will not be given over the telephone by our reception and nursing staff.

**Telephone Access:**

Our Doctors may be contacted during normal opening hours. Reception staff 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 above. 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 suggest that you call us on (07) 3359 2160. Due to privacy and security reasons, we are unable to email any patient information. In place of this we encourage collection of these items or where practical, fax and post will be used.

**Recall and Reminder System:**

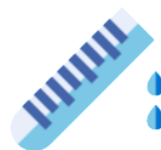
As a part of our ongoing commitment to quality patient care, we may issue you with a reminder notice from time to time, offering you preventative health services, appropriate to your care. Our practice participates in the government reminder systems (eg. National Cancer Screening Register (Bowel & Cervical Screening) and AIR – Immunisations). If you do not wish to be part of either systems, please discuss this with your doctor.

**Home Visits:**

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

**Translating and Interpreting Services:**

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

**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.

**Management of Patient Health Information:**

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 members 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](http://www.kedronwavellmedicalcentre.com.au). Should you require access to your medical information please discuss this with your Doctor or the Practice Manager.

**Patient Feedback:**

If, for any reason, you are dissatisfied with an 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](http://www.oho.qld.gov.au)

**Patient Rights:**

Patients have the right and are encouraged to participate in decisions about their healthcare.

**Accreditation:**

Our practice has been fully accredited by the Australian General Practice Accreditation Ltd (AGPAL). As part of our quality assurance and accreditation we will invite you to participate in a survey requesting your views of the practice. All surveys are confidential and assist us in improving service delivery.

To meet the demands of a growing community and practice, and in response to patient feedback, we have added 2 consultation rooms, a private treatment room and an immunisation room. Also in response to patient feedback we have increased the number of doctors working in the practice to 15.

**Smoking:**

The practice has a no smoking policy which includes both the building and surrounding grounds.

 **Kedron Wavell Medical Centre**

232 Gympie Road

Kedron QLD 4031

Phone: 07 3359 2160 (All Hours)

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Kedron Wavell Medical Centre respectfully acknowledges the Traditional Owners and Custodians of the Country on which we live and work.