



Kedron Wavell Medical Centre

Practice Information Brochure

Address: 232 Gympie Road, Kedron QLD 4031

Phone: (07) 3359 2160 Fax: (07) 3359 7793

Email: reception@kwmc.net.au

Website www.kedronwavellmedicalcentre.com.au

Doctor Businesses Operating at KWMC:

| | |
|--------------------------------|--|
| Dr Isobel Walker (GP) | Dr Maree Patane (GP) |
| Dr Marea McMahon (GP) | Dr Esther Jenkins (GP) |
| Dr Winfried Sedhoff (GP) | Dr Megan Valentine (GP) |
| Dr Eric van der List (GP) | Dr Rhiannon Shillington (GP) |
| Dr Jane Walters (GP) | Dr Elena Downs (GP) |
| Dr Michael Wheeler (GP) | Dr Evan Garrett (GP) |
| Dr Nicola Sleeman (GP) | Dr Paula Hernandez Reyes (GP) |
| Dr Stephanie Dawson-Smith (GP) | Dr Daelyn Cullen (Sports Physician) |
| Dr Amy Palmer (GP) | |

Consulting Hours

| | |
|-----------|----------------|
| Monday | 8:00am-6:00pm |
| Tuesday | 8:00am-8:00pm |
| Wednesday | 8:00am-6:00pm |
| Thursday | 8:00am-6:00pm |
| Friday | 7:00am-5:00pm |
| Saturday | 8:00am-12:00pm |
| Sunday | CLOSED |

GP Registrars

Dr Patrick Gough Dr Margaret McCarthy

Open 6 days, Kedron Wavell Medical Centre is a privately 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 11 consulting rooms and a large four bed treatment room, including our private treatment room.

There are a range of services available, including general check-ups, family planning, cervical screening, pregnancy tests, ECGs, 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

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 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 a reduced fee for patients who hold a healthcare card, are aged pensioners and for patients 15 year and younger.

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 Doctor Service 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.

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.

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.

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. We have a range of private vaccines available for purchase and hold stock of most government funded vaccinations.

Telephone Access

The doctors may be contacted during normal opening hours. The reception staff will relay your message to the Doctor and they will assess the appropriate action required. If the matter is urgent, please notify the receptionist and you will be transferred to the practice nurse.

Smoking:

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

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 2-3 business days. If the matter is urgent, we suggest that you call us on (07) 3359 2160. Due to privacy and security reasons, we encourage patients to collect all documents where practical, or fax and post will be used. However, in situations where this is not suitable, patient information can be emailed with doctor approval. In most scenarios we will send documents in PIN protected pdf format.

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.

Repeat Prescriptions

If you are on 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.

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.

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 (e.g., National Cancer Screening Register (Bowel & Cervical Screening) and AIR – Immunisations). If you do not wish to be part of either system, please discuss this with your doctor.

Pathology Collection:

For your convenience, there is an onsite pathology service for blood and other specimen collections. Their opening hours are as below:

Monday – Friday: 8:00 am - 1:00 pm, 1:30 pm - 4:00 pm

Saturday: 8:00 am - 12:00 pm

Sunday: CLOSED

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 undertaken renovations and improvements to increase the number of consulting rooms to 11 and enclosing our immunisation room for privacy. We have also increased our room occupancy with 18 Practitioners seeing patients in these consult rooms.

Management of Patient Health Information:

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 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 Should you require access to your medical information please discuss this with your doctor or the Practice Manager.

Patient Rights:

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

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

Acknowledgement of Country

Kedron Wavell Medical Centre respects and honours the Turrbal and Yuggera people as the Traditional Custodians of the land on which we work. We recognise their continuing connection to land, sea, culture and community. We pay our respects to Elders, past and present.