

CLIFTON MEDICAL PRACTICE

**CLIFTON COMMUNITY HEALTH SERVICES
CLIFTON CO-OP HOSPITAL LTD
ABN: 91521738567**

**20 Norman St, Clifton QLD 4361
Phone: 07 4697 3097
Fax: 07 4612 3187
E: mp@cliftonhospital.org**

**Practice Hours:
Monday - Friday
8:30am—5:00pm**



Mission Statement

Our mission is to provide the highest standard of patient care incorporating a holistic approach toward diagnosis and management of illness.

This practice is committed to promoting wellness and disease prevention to all patients.

We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

Doctors

Dr Francisco Rodriguez-Letters MBBS BSc (HONS)	Mon—Fri (every 2nd Fri off)
Dr Robert Marčok MBBS	Wed
Dr Andrew Choo MBBS	Mon, Tues, Thurs & Fri
Dr Joanna Pappas MBBS	Mon, Wed & Thurs
Dr Desiree Tee MBBS	Tues, Wed & Fri
Dr Marc Heggart MChD	Mon & Tues
Dr Vlad Saravolac	Mon, Tues & Wed

AFTER HOURS CARE: Please call the Clifton Co-op Private Hospital to speak to a Registered Nurse on: (07) 4697 3377 **OR** the GP Helpline on: 1800 022 222

The nearest Public Emergency Centre is either Toowoomba or Warwick Hospital

FOR MEDICAL EMERGENCIES: e.g. Chest pain, severe bleeding, breathing difficulties, fitting or head injury, allergic reactions, choking, unconscious and spinal injury.

We advise you to CALL 000 IMMEDIATELY



Clifton
Medical
Practice

100%
Bulk Billing

Welcomes
New
Patients

Appointments

Appointments can be made by telephoning the practice on ph:4697 3097 and we will do our best to find a suitable appointment for you. Our standard consult length is 15 minutes. We are happy to accept new patients to the practice.

Emergency walk-in appointments are available, however we encourage you to call and book an appointment if possible.

Our reception staff will endeavor to contact you if there is an unforeseen delay, or if your doctor has been called away.

If you require additional time with your doctor it is important that you inform the receptionist when you make your appointment, as longer consultations are available for more complex problems. Please also note a nurse may be required for some services in conjunction with your Doctor's appointment. Reception staff may also need to ask you questions to ensure your medical needs are being met in a timely manner. This is part of our triage process and is not meant to be intrusive. If reception staff require further clinical assistance we will transfer you through to the practice nurse.

Our surgery will make every effort to give you an appointment with the Doctor of your choice, however, this may not always be possible. In these cases, our staff will offer you an appointment with another Doctor within the practice.

We offer all routine childhood immunisations, it will help enormously if you inform the receptionist at the time of making your appointment. All medical and minor operations require additional time, so again it will help you and us if you could mention this when making your appointment.

Medical and Nursing Students

Clifton Medical Practice is proud to host Medical & Nursing Students throughout the year. A team member will advise you if a Student is present. If you do not wish the Student to sit in on your consultation please advise the Receptionist.

Updating Your Personal Details

At each visit we will check your personal details, this is to ensure the accuracy of your patient information e.g. your name, address, date of birth and best contact number.

You may be a long standing patient of this practice but it is our legal responsibility.

Please ensure you bring with you your current Medicare card and any concession cards that you may hold.

Our Services : Please note fee's may be payable on some items.

Women's/Men's Health

Paediatrics Health

Mental Health

ATSI Health

Spirometry

Antenatal Care

Drivers License

Travel Medicine

Asthma Care

Care Plans

Annual Health Assessments &
associated community care

Immunisations / Flu Vaccines

Electrocardiograph (ECG)

Minor Surgery

Full Skin Checks

Fee related appointments:

Commercial Drivers Licence

Pre-Employment Medicals

Sports Medicals

Insurance Medicals

No current Medicare Card

Work Cover

Getting the most from your Appointment

1. Have a clear idea of what you hope to cover.
2. A list of all the medications you are taking, including prescription, non-prescription and herbal. Check the number of repeat scripts you still have, so these can be updated if necessary. If it's your first time with this GP, be prepared to give a family history.
3. If you think you need more than 15 minutes with your GP (e.g. if you want to cover more than one issue), please book a long appointment with the receptionist to avoid any disappointment.
4. If you wish to deal with several separate issues (e.g. Pap Smear, Full Skin Check, Immunisation) consider making a separate appointment for each issue. A nurse may be required for some services, please let reception know as this needs to be booked in conjunction with your Doctor's appointment.
5. Ask the Doctor to write down specific directions about which you may be unsure.
6. Each person seeing the Doctor needs their own separate appointment.
7. At the end of the consultation be clear whether a follow-up appointment is required.
8. Do not be afraid or embarrassed to tell your Doctor anything.

Prescriptions

In order to monitor your health and fulfil our ethical and legal responsibilities, we require that you attend a Doctor's appointment in order to receive further prescriptions for your medications.

The supply of scripts outside of consultation is at the discretion of your Doctor and will incur a fee of \$15.00 which is payable on collection of your script. Doctors may request an appointment before a script is given.

This practice does not prescribe Narcotics S8 drugs to any new patients.

No cash is held on these premises so please bring exact money, we also have eftpos facilities.

Test Results

We have a recall system in place, however if you are concerned or have not been contacted about your results, we encourage you to call the practice.

Our staff will be able to advise you of normal results or advise if a further appointment has been requested by the Doctor to discuss with you.

Reminder Systems

We participate in National & State reminder systems, e.g. for pap smears, immunisations and other tests and follow-up as deemed necessary by our Doctors.

Please advise your Doctor if you do not wish to participate in these schemes.

Failure to Attend (FTA) Policy

We would appreciate if you are unable to attend or if you are delayed for your appointment to please call and notify the practice as soon as practical.

After two Failure to Attend (FTA) appointments, a warning letter will be sent to you. The next

Failure to Attend (FTA) will incur a fee of \$30.00 which needs to be paid prior to booking your next appointment.

Referrals to Specialist

The back dating of referrals is illegal and subject to a substantial fine for the Doctor who backdates a referral. It is a Medicare requirement that referrals can only be written during the course of a consultation. Substantial penalties apply for any General Practitioner convicted of writing referrals outside of a consultation.

You are able to consult a specialist without a referral, however, you will be unable to claim a full rebate from Medicare.

Telephone Calls

All calls are important and answered promptly by trained reception staff, messages will be taken for the Nurse and Doctor if they are unavailable. Reception staff will do their best to help you with your inquiry and will follow-up when required. For urgent matters the nurse will be available to take your call.

Sick Certificates

A certificate may only be issued after an examination by a Doctor, so please make an appointment for this.

Home, Hospital and Nursing Home Visits

Visits to patients at home, Hospital and Nursing Homes may be arranged at the discretion of your regular treating Doctor. Please discuss this with them during a consultation.

Interpreter Service

Whatever your preferred language, we can help you organize an interpreter through Translating & Interpreting Service (TIS) to assist with any language barriers. We also arrange interpreters through National Auslan Interpreter Service (NABS) for our hearing impaired patients.

Allied Health — Visiting Specialist

Optometrist	2 Monthly Visits	Call the Practice to make an appointment
Podiatry	Monthly Visits	Call the Practice to make an appointment
Psychologist	Fortnightly	Referral required from the Doctor
Dietician	Monthly	Referral required from the Doctor
Pharmacist	As required	Referral required from the Doctor
Physiotherapist	Weekly	Call Warwick PhysioWorks on: 4661 7756
Women's Health Clinic	Monthly	Call the Practice to make an appointment
Baby Clinic	Fortnightly	Call Ph: 4616 6812 to make an appointment

Patient Feedback and Complaints

Located near the front entrance is a patient comment box with comment sheets below, we genuinely wish to hear from you and value your input.

From time to time this practice invites patients to complete questionnaires on their views of the practice and how it can be improved. These surveys are completed confidentially and help us improve our services.

We believe that problems are best dealt with through the practice, so we invite you to contact the Practice Manager with any concerns.

However if you feel that you need to take the problem to a third party, please write to:

Health Rights Commission

GPO Box 3089

BRISBANE QLD 4001

Ph: 07 3234 0272

Fax: 1880 077 308

National Privacy Principles

Our practice complies with both laws and the National and Health Privacy Principles (NPPs). This act gives individuals the right to know what information a private sector organization holds about them, the right to access this information and also make corrections if they consider data is incorrect.

General Information

Clifton Medical Practice is an GPA Accredited Practice and is certified by Queensland Rural Medical Education (QRME) and General Practitioners Training Queensland (GPTQ) as an Accredited Primary Rural and Remote teaching post in accordance with the standards published by The Australian College of Rural and Remote Medicine. We are a Bulk Billing practice and offer many services to meet the needs of our patients.