

45 – 49 r old Health Assessment

A once only health assessment is available for people aged 45-49 years who are at risk of developing a chronic disease. You will be bulk billed for this service. The nurse and GP will collect health information, conduct an examination of your medical, physical, psychological and social conditions, initiate interventions and/or referrals, and provide you with a comprehensive preventative health care management plan. Please see our administration team to arrange an appointment.

75 year old Health Assessment

An annual health assessment is available for people aged 75 and over who are at risk of developing a chronic disease. You will be bulk billed for this service.

Your medical, physical, and social needs will be considered. Once you have seen the nurse, you will briefly see your GP to run through a clinical examination and complete the health assessment.

Indigenous Health Assessment

A health assessment is available every 9 months for all Aboriginal and Torres Strait Islander patients, regardless of age. All your health needs will be considered to make sure you have good health. You will see the nurse, and then the GP to complete the health assessment.



We can also register you for the Closing the Gap program.

Please see our administration team to arrange an appointment.

Our Health Services

- Diabetic Educator
- Dietitian
- Podiatrist
- Physiotherapist
- Psychologist
- Audiologist
- Child Health Nurse
- Women's Wellness
- Chronic Disease Management
- Childhood Immunization
- Indigenous health
- Skin care checks
- Asthma care
- Diabetic care
- 75 yr old Driver medicals
- Commercial driver medicals
- ECG
- Implanon
- Lung Function tests
- Workcover
- Insurance medicals
- DVA CVC program
- Sullivan Nicolaides pathology is located on site at Clifton Community Health Service.

Whilst we strive to provide an exceptional service, we understand at times, we may not meet your expectations. If at any time you are unhappy about any aspect of your care, please let us know. We believe concerns are better dealt within the practice; however, you may feel there is a concern that needs to be addressed from outside the practice.

Office of Health Ombudsman

Ph: 133 646

Email: complaints@oho.qld.gov.au

Privacy

Your file is a confidential document. It is a policy of this practice to always maintain strict security of personal information.



Clifton Medical Practice

Patient Information



20 Norman Street, Clifton
Queensland, 4361

Ph: 4697-3097, Fax: 4612-3187

Email: mp@cliftonhospital.org

Web: Cliftonmedicalpractice.org.au



Clifton Community Health Service

Practice Hours

By appointment only

Monday – Friday

8.00am – 5.00pm

Closed weekends and public holidays

Doctors working from Clifton Medical Practice

Dr Franco consults from Clifton on a Wednesday.
Dr Jagdeep works Monday to Friday, video health and in person.
Dr Emma consults from Clifton on a Thursday.
Dr Fang-Wei video health on a Friday.
Dr Shahid, video health Mondays and Fridays and consults from Clifton Tuesday and Wednesdays.

Your support team:

We have a dedicated administration and nursing team at Clifton Medical Practice.
Our Practice Manager is always happy to talk to you about any concerns or questions you may have.
Our Practice Nurse team leader, Simone, is happy to help you with any health care concern. We are constantly working on diverse ways to improve the delivery of health care in our community and are always happy to receive your feedback.

Appointments:

The standard appointment time is 15mins. **If you require a longer appointment, please inform the receptionist.** ie: mental health issues, or multiple health issues.

Every effort is made to not keep you waiting; however, some problems do end up taking more time than usual and emergencies can disrupt the schedule. You may ring the practice prior to your appointment to check whether the doctor you are seeing is running on time.

Clifton Medical Practice will ask for your consent to send an SMS appointment reminder.

We would also appreciate your feedback, praise or complaints and suggestions for improved services. A suggestion box is located on entry to the medical practice.

A separate waiting room is available for privacy if needed, please ask the receptionist.

Fees:

Clifton Medical Practice bulk bills Aged Pensioners, people aged 70 and above, children under 16 years old, health care/senior card holders, and Gold DVA cardholders.

For patients that do not hold a valid concession card, the private consult fee will apply and is payable at time of consultation. Your Medicare rebate can be processed immediately back to your eft account.

Certain procedures and treatments will attract an out-of-pocket expense. Your admin team will advise you of these if required at time of making your booking.

If you are having difficulty paying your fees, please talk to your doctor or the Practice Manager. Clifton Medical Practice accepts Visa, Mastercard, EFTPOS, or cash.

We do not accept AMEX. All billings are at the discretion of your Doctor.

Phone consultations will not be bulk billed, unless the patient holds a current concession card (Pension Card, Healthcare Card, DVA Card, Commonwealth Seniors Card), or is under 16 years of age. Bulk-billing outside of these parameters will be at the discretion of the GP. The fee for a phone consultation will be the same as an in-practice consultation. Our reception team will contact you directly after your appointment time for collection of payment. To be eligible for bulk billing or a Medicare rebate, you must have been seen in the practice for a consultation in the previous 12 months.

It is our Policy that if an individual patient or their dependents does not attend their appointment without notifying the practice, they will be required to pay a non-attendance fee of \$75.00 (cost of a standard Consultation Fee). To avoid this policy coming into effect for you/your family, please ring the practice on 07 46973097 to cancel any future appointments you are unable to attend.

After Hours:

A recorded message with all the after-hours information is available by telephoning the practice on 07 4697-3097.

Other Emergency Contacts

- Police, Fire, Ambulance 000
- GP 24-hour hotline 1800 022 222
- Registered Nurse call 13 43 25 84. 6.30am – 11pm 7 days pw
- Child health advice/breastfeeding support, call 13 43 25 84, ask for the child health nurse. 6.30am – 11.00pm 7 days pw.
- Cubcare.com.au 4.00pm – 10.00pm every day for free video consults with paediatric emergency physicians for children aged 0 – 16yrs.

For all other urgent medical care please attend Toowoomba or Warwick hospitals.

Telephoning Your Doctor: Occasionally your doctor may be able to take phone calls relating to your health problems if urgent. If not, the doctor will ring you back when available, or request you make an appointment.

Repeat Prescriptions, Referrals, and Results:

Patients are required to make an appointment in advance for all these services. At times your doctor may be able to talk to you over the phone for a repeat script, or provide you with a script without seeing you, but there is a fee for this service.

Results: You will be contacted if the GP wishes to see you to discuss results. Otherwise, please make an appointment in advance if you wish to discuss results.

Recalls & reminders: A recall and reminder system is in place to remind you of various health conditions. Please advise the staff if you do not wish to participate.

