

## After Hours

For afterhours assistance please contact:

Our rostered on-call doctor on 0478 245 733

For urgent medical attention please call 000

## Appointments

We run by an appointment system to minimise your waiting time; however urgent cases will be seen on the day. Walk-in appointments are available and will be triaged accordingly.

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment.

A routine appointment is 15 minutes. If you require a longer appointment, please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

## Home Visits

Home and residential aged care facility visits can be made if you live within 10km of the practice and are too sick to come to the practice.

A home visit can be arranged at a convenient time, usually during the doctor's lunch break or at the end of their session. It is best to phone early in the day if you require a home visit.

You will be informed if fees apply.

## Patient Feedback

We invite our patients to complete a patient survey on their experience at our practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, practice manager or one of the staff members about any problems you may have had with our service.

We believe that problems are best dealt with within the practice. However if you feel there is a matter you wish to take up outside the practice, you may contact the:

Office of the Health Ombudsman

PO Box 13281, George St, Brisbane Qld 4003

P: 133 646 | E: [complaints@oho.gov.au](mailto:complaints@oho.gov.au)

## Collaborating With Patients

This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice. Doctors and practice staff respect the right of all patients to make investigation and treatment choices.

## Managing Your Personal Health Information

Your health record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff.

Please ask for our Patient Privacy Brochure for further information on your privacy.



# Quality Family Care Clinic

**P: 07 5482 3355**

11A Channon Street | Gympie | Qld | 4570

F: 07 5482 2255 | E: [qfcc@dodo.com.au](mailto:qfcc@dodo.com.au)

## Opening Hours

Monday to Friday: 9:00am-5:00pm

## General Practitioners

- **DR GEORGE TADROS MD (Greece) MACNEM**  
Grad Dip Fam Med (Monash) FRACGP  
Special Interests: Chronic Disease Management, Family Medicine
- **DR NAVIN NAIDOO MBChB FACRRM**  
Special Interests: Chronic Disease Management, Family Medicine
- **DR TIM HAN MBBS MMed, VGDW**  
Special Interests: Family Medicine, Skin Cancer
- **DR TATSUO NAGASHIMA MD, PhD, MJ, AMC**  
Special Interests: Paediatrics, chronic conditions, mental health, antenatal care, STD Management

## Other Health Professionals

- **JULIE NORTON**  
*Dietician and Diabetic Educator*

## Our Services

- Health Checks
- Chronic Disease Management
- Men's Health
- Women's Health
- Children's Health
- Senior's Health
- Sexual Health
- Diabetes Care Plans
- Asthma Care Plans
- WorkCover
- Driver's Licence Medicals
- Pre-employment Medicals

## Fee Structure

This practice bulk bills consultations for all patients who have a current Medicare Card.

Other services e.g. pre-employment medicals, insurance reports, etc will be privately billed.

Afterhours services and home visits incur a fee.

Some doctors at this clinic perform procedures that are not covered by Medicare. Please ask at reception for current fees. These fees must be paid in full prior to the procedure being performed.

Communication by email: Our preferred method of contact is via telephone and we discourage patients emailing the practice.

## Interpreter Services

### Translating and Interpreting Service (TIS)

*For patients who speak languages other than English and require the services of an interpreter*

Phone: 131 450

### National Relay Service (NRS)

*Phone access service for people who are deaf or have a hearing or speech impairment*

Phone: 133 677

## Communicating With You

Your doctor is available by telephone during opening hours; however because calls may inconvenience other patients while having their consultation, messages can be left for the doctor to return at the end of the day.

In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member.

Please note: this practice does not encourage the use of emails to communicate with our patients.

## Cancellations

If you are unable to attend your appointment, please contact the practice at least four hours before the appointed time, so that we can re-book the appointment and make another appointment for you.

If you fail to attend your appointment on more than three occasions without advising the clinic, you may be asked to pay a fee before booking further appointments.

## Test Results

Test results require an appointment with your doctor. Your doctor will ask you to return for the results of a test rather than telephone. On some occasions your doctor may feel it is suitable to give the results over the phone and in this case the doctor will ask you to phone for the results.

## Reminder System

Our practice is committed to preventive care and participates in National and State reminder systems.

We offer a reminder system for cervical smears, immunisations, blood tests and other preventive health services appropriate to your care.

If you do not wish to be part of this system, please advise your doctor.

## Scripts

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked.

## Referrals

We prefer to discuss your condition with you before referring to a specialist.

If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist staff.