

**Atherton Clinic**  
**2 Wylie Street**  
**P O Box 751**  
**ATHERTON QLD 4883**  
**Telephone: (07) 4091 2300 Facsimile: (07) 4091 4900**  
After Hours: 0418 184 070 / [www.yourhealth.net.au/atherton](http://www.yourhealth.net.au/atherton)

**Opening Hours:**

Atherton Clinic is open Monday to Friday 8am – 4.30pm. The Clinic is closed on Saturdays, Sundays, and Public holidays.

Atherton Clinic is a fully accredited practice. All our doctors are vocationally registered.

Atherton Clinic is a teaching facility, on occasion there will be Student Doctors / Nurses on the premises – if you are not comfortable with a student participating in your consultation, please advise reception.

We strive to provide the highest standards of care and service

**Our Staff:**

Dr Stephen Webb

Dr Danae Cole

Dr Martin Deuble

Dr Chloe Aquilina

Dr Franny Sydney Suthanthiran

**Nurses:** Michele, Denise, Fleur, Raye & Tracy

**Practice Manager:** Janelle

**Practice Staff:** Stephenie, Debbie, Carol, Lorraine and Donna

**Staff Policy:** As employers, we are obligated to provide a safe working environment for our staff. They have a very difficult task juggling phone calls, electronic requests, patient and Doctor demands. Your patience is appreciated.

***Patients who verbally abuse or threaten our staff will be asked to leave the Practice and seek their care elsewhere***

**APPOINTMENTS:**

***If your medical problem is URGENT e.g., Chest pain, Severe allergic reaction PLEASE DIAL 000***

Please phone 40912300 to enquire about appointments and bookings. If you require a longer consultation (e.g., to have forms completed, multiple issues) please inform the receptionist at the time of booking.

**Covid 19 Policy:** Anyone experiencing Cold & Flu symptoms not to enter the reception area, instead to phone reception for advice regarding appointments. Patients with cold and flu symptoms will be attended to at the undercover car park at the rear of the building.

**Telephone Calls:** The doctors may choose to take calls between 1pm – 1.30pm (if time allows) or leave a message with reception and the doctor/nurse/or receptionist will return your call when available. Our staff will only interrupt a consultation if the problem is urgent. Doctors do not usually take calls while consulting with patients (with exceptions for emergencies, Specialists, Pharmacists).

**Telephone Appointments:** can be made for results and scripts if the patient has been seen within a 12-month period or six months for certain scripts such as blood pressure medication. (Whilst permitted by Medicare)

### **Out of consultation appointments:**

Due to the increasing demand on our doctor's time, our doctors are unable to complete paperwork outside of a consultation. Please make an appointment for the appropriate length of time.

### **Interpreter Service**

Patients who require support systems for communication assistance are asked to let the reception staff know when making an appointment. Our doctors are all registered with Translating and Interpreting Service (TIS) for onsite and over the phone interpreters.

### **National Relay Service:**

If you are deaf, hard of hearing and/or have a speech impairment, you can contact us through the National Relay Service.

### **Repeat Prescriptions:**

Phone requests for prescriptions will only be given if a patient has had a consultation for that medical condition within a 6-month period. A non – refundable fee of \$30.00 will be charged. Please allow 48 hours for requests to be processed.

**Referrals:** A request for a referral on the day of your specialist appointment may be refused as it is a Medicare requirement that your specialist has the referral before you are seen. Please ensure referrals to your specialist are current as Medicare rules state that back dated referrals are illegal.

Please make an appointment to discuss new referrals with your GP. However, if you have misplaced an existing referral, or need a repeat referral issued (by the same doctor) please call reception and arrangements can be made to issue these. A non-refundable \$20.00 fee is applicable

**Excisions:** A Doctor needs to be consulted prior to booking an excision and an appropriate appointment time as well as an estimated out of pocket expense advised. Aged pensioners are bulk billed for this service, discounts apply for healthcare card holders.

**Test Results:** Your doctor will advise when to expect your results. Please phone the surgery on 40912300 after 10am to check about your results. The Practice Nurse will return your call when time is available. They will be able to advise if any further action is needed. If you wish to discuss your results with your doctor, an appointment will be necessary.

Our receptionists are do not have access to your results.

### **Home Visits:**

Home visits are available for our palliative patients of the practice whose condition prevents them from attending the surgery. Our doctors will make home visits by prior arrangement only. A patient can arrange for a home visit or the doctor may request a home visit.

**After – Hours Care:** If you have a medical emergency, such as chest pain or shortness of breath **PLEASE CALL 000.**

For Private After Hours care please phone mobile No: 0418 184 070. You will be answered by the private doctor on call. Atherton Clinic share an afterhours private on call roster with other private doctors in Atherton.

**Emails:** Using an email to communicate with your doctor is not recommended as your privacy & confidentiality may be compromised. Emails are not locked or encrypted and may be accessed by unknown persons.

### **Payment Policy:**

Atherton Clinic is not a bulk billing practice.

We offer discounted rates for pensioners and healthcare cardholders with exceptions of: **Children 12 years and under, Childhood immunisations, Care plans/Mental Health plans and Government funded Health Assessments, Specific nurses' appointments, DVA Gold/White Card holders.**

Please pay at the time of consultation by cash, cheque or Eftpos. Consultation fees are displayed on our multimedia screen and patient leaflet on the front counter. If you have any queries regarding billing, please ask our reception staff as we offer many services and cannot display all relevant fees.

| Service               | Appointment Fee | Medicare Rebate | Out of Pocket |
|-----------------------|-----------------|-----------------|---------------|
| 3 LEVEL A (Short)     | \$45.00         | \$17.90         | \$27.10       |
| Discount              | \$40.00         | \$17.90         | \$22.10       |
| 23 LEVEL B (STANDARD) | \$80.00         | \$39.10         | \$40.90       |
| Discount              | \$65.00         | \$39.10         | \$25.90       |
| 36 LEVEL C (LONG)     | \$125.00        | \$75.75         | \$49.25       |
| Discount              | \$105.00        | \$75.75         | \$29.25       |
| 44 LEVEL D (PROLONG)  | \$170.00        | \$150.00        | \$ 111.50     |

#### **Services Available:**

|   |                                    |
|---|------------------------------------|
| Women's, Men's and Children's health checks | Family Planning/ Ante-natal care   |
| Health Assessments                          | Chronic disease management         |
| Mental Health Care                          | Drivers licence medicals           |
| Minor skin surgery                          | Liquid nitrogen 'freezing' therapy |
| Mole and skin cancer check                  | Wound care                         |
| Individual & family counselling             | Ear syringing                      |
| Immunisation: children & adults, travel     | Yellow Fever Vaccinations          |
| 24-hour blood pressure monitoring           | ECGs heart checks                  |

#### **Reminder System**

Atherton Clinic is committed to preventative care. We may issue you with a reminder offering preventative health services appropriate to your care. We send these reminders via Australia Post mail and in future will be sending via a secure SMS service. If you do not wish to be part of this system, please advise your doctor or reception staff. Some information may be transferred to national registers (e.g., immunisation data) or state-based systems (e.g., cervical screening) in order to improve care.

#### **Confidentiality of Personal Health Information:**

Your medical records are a confidential document. It is always the policy of this practice to maintain security of your personal and health information and to ensure that this information is only available to authorised members of staff. A copy of this Privacy Policy is available at our reception desk. Please do not hesitate to ask our staff if you would like anything in this Policy explained.

#### **Feedback and Complaints:**

From time to time this practice will conduct surveys in the form of a questionnaire to obtain patient input for continuing quality improvement into our practice operations. These surveys are completely confidential and help us improve our services.

We hope there are few complaints. However, if you have any concerns, we would like to hear about it. Please feel free to talk to your doctor, the practice manager or receptionists about the issue.

You may prefer to write to us or use our suggestion box. Be assured that we take your concerns seriously and shall do our best to address any concerns. In this way, we hope to continue a high standard of private health care for you and your family.

If you feel your complaint has not been resolved satisfactorily or you wish your complaint to be dealt with by an outside body, you may contact the formal complaints body for Queensland:

*Office of the Health Ombudsman*  
PO BOX 13281  
GEORGE STREET  
BRISBANE QLD 4003  
Ph 13 36 46 [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

This Privacy policy is to provide information to you, our patient, on how your personal and health information is collected and used within our practice, and the circumstances in which we may share this information with third parties. You can request a copy of our Privacy Policy at our practice reception desk.

### **Why and when your consent is necessary**

When you register as a patient with Atherton Clinic you provide consent for our doctors and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. All staff have signed lifelong confidentiality agreements. If we need to use your information for anything else, we will seek additional consent from you.

Our main purpose for collecting, using, holding and sharing your personal information is to manage your healthcare. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and internal processes (e.g., staff training).

**What personal information do we collect?** The information we will collect about you includes:

- Names, date of birth, addresses, contact details including email, next of kin details, emergency contact details, guardian details (if applicable)
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details

### **Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so, or unless we are required or authorized by law to only deal with identified individuals.

### **How we collect your Personal Information**

Atherton Clinic will collect your personal information:

- When you arrive for your first appointment our staff will collect your personal and demographic information via our registration form (in hard copy) obtained from our reception staff.
- During the course of providing medical services, we may collect further personal information from other health providers (e.g., My Health Record), or when you send us an email, telephone us, or make an appointment.

In some circumstances where it is not practical or reasonable to collect it from you directly, we may collect information from other sources, including:

- Your Guardian or responsible person
- Other involved healthcare providers such as specialists, allied health professions, hospitals, pathology and diagnostic imaging services.
- Your health fund, Medicare or Department of Veteran's Affairs (as necessary)

### **With Whom Do We Share Your Personal Information?**

We sometimes share your personal information:

- With third parties who work with our practice for business purposes, such as Accreditation agencies or Information Technology providers. These parties are required to comply with Australian Privacy Principles and this policy.
- With other healthcare providers (transfer/receipt of medical records from other medical practices)
- When it is required or authorised by law (e.g., court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety, public health or safety, or it is impractical to obtain the patient's consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution processes
- When there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification).
- During the course of providing medical services through eTP, My Health Record
- Only people who need to access your information in order to provide medical services will be able to do so. Our practice will not share personal information with any third party without your consent.
- We will not share your personal information with anyone outside Australia (unless exceptional circumstances permitted by law) without your consent. In exceptional circumstances we will email records directly to another practice in an overseas country with your written consent with the understanding that our email is not encrypted.
- Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

### How Do We Store and Protect Your Personal Information?

Your personal information may be stored at our practice in various forms.

- Health records are kept on password protected computers with the practice network covered by a firewall. All our staff sign confidentiality agreements upon commencement of employment. Our policies are in accordance with the RACGP Standards and National Privacy Principles.
- The maintenance of privacy requires that any information regarding individual patients, including staff members who may be patients, must not be disclosed in any form (verbally, in writing, electronic forms inside/outside our practice) except for strictly authorised use within the patient care context at our practice or as legally directed.

### How Can you Access and Correct Your Personal Information at our Practice?

You have the right to request access to and correction of your personal information.

Our practice acknowledges that patients may request access to their medical records. We require you to put this request in writing and present it in person or mailed to our Practice Manager, P O Box 751, Atherton Q 4883. Our practice will respond within 30days – there may also be a photocopying fee to cover our expenses.

Our practice takes reasonable steps to correct your personal information where it is not accurate or up to date. We will regularly ask you to verify that your personal information held by the practice is correct and current. You may also require that we correct or update your information, and if making this request in writing, please address to Atherton Clinic P O Box 751 Atherton Q 4883.

#### **How Can you Lodge a Privacy Related Complaint, and How will The Complaint be Handled at our Practice?**

We take complaints and concerns regarding privacy seriously. Please express any privacy concerns you may have in writing; we will attempt to resolve it in accordance with our resolution procedure within 30 days.

Practice Manager

Atherton Clinic

P O Box 751

Atherton Q 4883

Ph: 07 40912300

You may also contact the OAIC: [www.oaic.gov.au](http://www.oaic.gov.au) or call 1300 336 002

#### **Our Privacy Policy Review Statement**

Our Privacy Policy will be reviewed regularly to ensure it is in accordance with any changes and/or updates that may occur and patients can obtain a copy on request at reception.