

Same day appointments are available within our opening hours. To book an appointment you can call the surgery, or you can come in and enquire when the next appointment is available. You can book appointments online via:

<https://automedsystems.com.au/online/clinics/624/clermont-country-practice-clermont-4721/doctors/> using the Automed app or via the link on our website

Our doctors can provide home visits. Enquiries can be made by talking to one of our friendly receptionists however, the provision of these visits are at the discretion of the treating doctor.

If you require a translator or longer appointment, please advise the receptionist when booking the appointment.

### Electronic Communication

Please note, email is not routinely monitored, and we do not encourage patients to contact us this way. Patients are encouraged to be aware of the risks to confidentiality involved with email correspondence. Any emails and phone calls addressed to clinical staff will be forwarded to the appropriate nurse or doctor for advice, which may include being asked to make an appointment to discuss your issue face to face in more depth.

### Telephone Communication

Our phone lines are open during business hours. After hours callers will receive a recorded message with options on how the caller may proceed. When telephoning the surgery our staff need to ensure they are speaking with the patient or a person authorized to speak on the patient's behalf. Our staff will ask questions to determine the identity of the person they are speaking with. Being trained in assessing the urgency of your call our staff may ask questions to determine how they will respond to your call. At all times our staff keep you informed of your call progress. It is not usual practice for our staff to allow you to speak directly with the Doctor unless circumstances dictate the need to do so.

### Our Services:

- ✓ Chronic disease management & team care plans
- ✓ Allergy and asthma management
- ✓ Aged care
- ✓ On-site pathology collection centre
- ✓ Skin cancer checks & skin cancer surgeries
- ✓ Home Visits/Aged Care Visits (Upon Doctors Discretion).
- ✓ Immunisations and health assessments including child and travel vaccinations and flu vaccinations
- ✓ Pre-employment medical examinations
- ✓ Driver's license medicals
- ✓ Indigenous Health
- ✓ Women's health including:
  - ✓ Menopause
  - ✓ Weak pelvic floor
  - ✓ Contraception and family planning.
  - ✓ Sexual health checks
  - ✓ Antenatal and post-natal care
  - ✓ Medical Termination of Pregnancy
- ✓ Men's health including:
  - ✓ General check-ups
  - ✓ Prostate checks
  - ✓ Treatment and management of any sexual, psychological or physical conditions

Information current at: 01/01/2020



### Contact Information:

Clermont Country Practice  
38 Jellicoe Street Clermont Qld 4721  
T | 07 4911 3299  
E | [reception@clermontcountrypractice.com](mailto:reception@clermontcountrypractice.com)  
W | [www.clermontcountrypractice.com](http://www.clermontcountrypractice.com)

### Open:

**Monday – Friday 9.00am – 5.00pm**

### Closed:

**Weekends and Public Holidays  
After hours**

### After-hours medical attention

Please contact the following or alternatively seek the nearest hospital emergency department:

**GP Assist on 13 HEALTH**

Or

**Clermont Hospital**

Or

**Ring 000 in an emergency**

## Our Clinical Staff:

### Our Doctors:

Dr Sarah McLay

Dr Krishna Sabbineni

### Our Nurses:

Renita

## Our Administrative Staff:

### Reception Team:

Angie

Kat

Tahryn

## Feedback and Complaints:

If you have any questions, feedback or complaints please do not hesitate to contact the staff at Clermont Country Practice.

If you are dissatisfied with the service you have received from our practice and do not want to discuss this with us, the following information is for the state health complaint agency:

Health Complaints Commissioner Queensland  
133 OHO or email [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

*We acknowledge the traditional owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present, and emerging.*

## Results Policy:

We advise patients to book an appointment to discuss results at the time of their appointment for assessment of all new medical problems. We may not ask you to come back routinely for results or monitoring tests and will contact you if there are unexpected results.

**Urgent Results:** The doctor or nurse will contact you immediately by phone to advise you to make an appointment to see the doctor. If there is no answer after 3 attempts, a letter will be sent to you, advising an urgent appointment is necessary. Our staff may continue to contact you at the doctor's discretion and urgency of your results.

**Semi-Urgent or Non-Urgent Results:** You will be contacted by text message on 3 occasions asking you to book an appointment. If you opt out of text messages, we will call you or post you a letter. If there is no answer after 3 attempts, a letter will be sent to you explaining you have results that need to be discussed and asking you to book an appointment.

If your results are **normal**, we do not routinely contact you to advise you of this. You can phone the surgery to check if your results have been received, and may make an appointment to discuss the results, even if they are normal. We **do not** give results over the phone due to patient confidentiality.

For **recalls and reminders** we will contact you via text message, if there is no answer or you have opted out of text messages a letter will be sent. Confidential information is not included in these letters. You may opt out of this service by speaking to a member of our staff.

## Billing Policy:

This is not a bulk-billing practice. Payment in full is required at the time of the consultation. This practice does not routinely bulk bill and all patients should attend expecting some out of pocket expense. Our fee structure is as listed below.

Schedule Fees			
	Practice Fee	Medicare Rebate	Gap
Short Consultation	\$40.00	\$17.50	\$22.50
Standard Consultation	\$80.00	\$38.20	\$41.80
Long Consultation	\$125.00	\$73.95	\$51.05

Schedule Fees – Concession Holders			
	Practice Fee	Medicare Rebate	Gap
Short Consultation	\$30.00	\$17.50	\$12.50
Standard Consultation	\$60.00	\$38.20	\$21.80
Long Consultation	\$105.00	\$73.95	\$31.05

Payment can be made by cash or EFTPOS. Any extra costs involved in your treatment or procedures will be discussed at the time of consultation.

## FAILING TO ATTEND AN APPOINTMENT:

We understand sometimes life presents circumstances that are out of our control. As a result we allow failing to attend without notice three times, on the fourth occasion there will be a \$30 fee associated with failing to attend and this fee will continue thereafter. Please contact the surgery 2 hours prior to your appointment if you are unable to attend.

## Management of Personal Health Information:

The practice has strict guidelines on confidentiality, patient consent, consent for a 3<sup>rd</sup> party to obtain information, transferring of health information and access and security of personal health information. It adheres to the National Privacy Principles Act and the Health Records and Information Act. A copy of this information can be obtained from reception.