

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/> or using the AutoMed app

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 in more depth face to face.

After-hours medical attention

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

GP Assist on 13 HEALTH

Or:

Emerald Hospital

Or: **Ring 000 in an emergency**

Our Services

Complex Chronic disease management

Allergy and asthma management

Aged care

Skin cancer checks & skin cancer surgeries

Home Visits (Upon Doctors Discretion).

Immunisations and health assessments including child and travel vaccinations and flu vaccinations

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 and disease Prevention

Prostate & Hormone checks

Treatment and management of any sexual, psychological or physical conditions



Contact Information

**1/112 Egerton Street
Emerald 4720, Q**

T | 07 4911 3299

E | reception@clermontcountrypractice.com
W | www.clermontcountrypractice.com

Opening Times

Monday 9am – 2pm
Tuesday 9am – 2pm
Wednesday 9am – 5pm
Thursday 9am – 2pm
Friday 9am – 2pm

**Weekends, Public Holidays
and After Hours
CLOSED**

Our Clinical Staff:

Our Doctors:

Dr Sarah McLay

Our Nurses:

Maddy Zafar

Our Administrative Staff:

Practice Manager

Rushan Hewawasam

Reception Team:

Celeste Ross

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

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 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 a private billing practice. Payment in full is required at the time of the consultation, however, if you are over 75 years old, 65 years with a pension card or are under 16 you will be bulk billed.

 Consult Fee Guide Specialist GP Face to Face			
	Total Fee	Medicare Rebate	Out of pocket
< 6 min	\$52	\$20.55	\$31.45
6-19 min	\$110	\$45.05	\$71.95
20-30 min	\$176	\$87.10	\$88.90
30-40 min	\$245	\$87.10	\$157.90
40-50 min	\$325	\$128.35	\$196.65
50-60 min	\$412	\$128.35	\$283.65
61-70 min	\$507	\$207.90	\$299.10
>80 min	\$585	\$207.90	\$377.10
Telehealth & Phone Consult details available on website. These fees apply from Oct 2026.			

Payment can be made by cash or EFTPOS. Where possible we will endeavor to inform you of any extra costs involved in your treatment or procedures, although the exact amount may not always be possible until full investigations and assessments have been made.

FAILING TO ATTEND AN APPOINTMENT

Please contact the surgery 2 hours prior to your appointment if you are unable to attend, failing to do this or not attending your scheduled appointment will result in a charge of \$30. This is not covered or reimbursed by Medicare.

Management of Personal Health Information

The practice has strict guidelines on confidentiality, patient consent, consent for a 3rd 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.