



Your privacy our concern

What happens when we collect information necessary for providing you with a health service?

- We will only collect information necessary for providing you with a health service. Where practical we will only collect information directly from you. We seek your assistance to ensure that information hold about you is accurate and up-to-date

Access to your information

- You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you of the process and any costs that may be involved.

To whom we disclose information

- To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: a treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietician, physiotherapist or other allied health practitioner
- We only disclose those details necessary for you to receive appropriate care from the health service concerned.
- Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (eg. for billing purposes we are required to provide to Medicare Australia a Medicare number in connection with the type of medical service we provide you).

Respecting your privacy

- Our "Privacy Policy" underpins our handling of privacy issues. Our staff and GPs are trained in good privacy practice. Patient privacy information is available from the practice. Our informed and caring staffs and GPs can advise you on any of your privacy concerns.

Concerns

- If you have any concerns about the way staff or GPs are handling your privacy or you need to access your information please speak to one of our staffs or to your GP as appropriate. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit www.privacy.gov.au

Should I sign a consent form?

By signing consent to the use and disclosure of your personal health information, you can assist the practice to ensure that necessary information is available to those involved in your health care when it is needed.



Consent

We consider that patients attending this practice expect that information provided will be used only to assist in managing their health care. We also consider that patients would reasonably expect that selected personal health details will be disclosed to other health services directly involved in providing a health service to the individual. If you are concerned about any related secondary use or disclosure of your personal health information you should speak to your doctor (or practice staff, if appropriate) about your concerns.



Patient information brochure

Clear Island Waters Health Precinct

1/56 Santa Cruz Boulevard, Clear Island Waters, 4226

Tel: 5575 1822 Fax: 5575 3114

Our Doctors

Dr Max Po

MBBS (UNSW), BSc (Med), FRACGP, DOC,AMAC

Dr Phin Lim

MBBS (London), FRACGP, FAMAC

Dr Nirmala Chand

MBBS (India), FRACGP

Dr Jason Lo Tam

MBChB (New Zealand), FRACGP

Our Practice Nurses

Amy Lay

Our Medical Receptionists

Sharnece Catlin

Tracy Atzori

Opening Hours

Monday to Friday 9:00 am – 5:00 pm

Closed Weekends and public holidays

Website: www.ciwhp.com.au

24/7 Online Booking Available



After hours:

We have a formal arrangement with National Home Doctor for our patients outside our normal opening hours.

Contact them on 13 SICK / 137425. For urgent medical attention please call 000

For non-urgent appointments please book ONLINE: www.ciwhp.com.au

Services provided by Reedy Creek Medical Centre and Acupuncture Clinic

Services provided by RCMC

Health Checks, Women's Health, Men's Health, Children's Health, Sexual Health, Cryotherapy (freezing of small skin lesions), Minor procedures, Wound Care, Skin Cancer checks, Workcover, Immunisations, Travel Advice, Antenatal, Baby Checks, Acupuncture and Pathology.

Cancellations

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

Results

It is the policy of the practice that we are unable to give results over the phone. Test results require an appointment with the Doctor. Your Doctor will ask you to return for the results of a test rather than phone. On some occasions your Doctor may feel it's appropriate to give the results over the phone. In this case, the Doctor will ask you to phone the practice for the result.

Telephone calls

Your Doctor is available by phone. However, calls to the doctor can sometimes inconvenience patients while in consultation. In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to the nurse. Messages may be left for the attention of the Doctor and will be returned as soon as possible.

Reminder System

Our practice is committed to preventive care. We offer a reminder system for PAP smears, immunisations, blood test and other preventive health services appropriate to your care. If you do not wish to be part of this system, please advise your Doctor or our reception staff.

Appointments

We run by an appointment system to minimise your waiting time – urgent cases are seen on the day. A routine appointment is 10-15 minutes. The Doctor of your choice may be requested when making an appointment. Due to unforeseen circumstances, such as an emergency, delays can sometimes occur. Your patience would be appreciated. If you require a longer appointment please advise the receptionist when booking your appointment.

Home Visits

Home / nursing home visits can be made if you live within the local area 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 a home / nursing home visit is required.



Translation Services Available

National Relay Service (NRS)

For patients who are deaf – call 131 450

Translation and interpreter service (TIS)

For patients who speak languages other than English – phone 133 677

Please refer to our posters in the reception area

Fees

We are a private billing clinic. The first 5 visits are bulk billed. Some items do attract a larger fee. Patients who do not hold a current Medicare card will be privately billed. Please refer to our summary of fees displayed at reception.

Insurance, PAP, some skin procedures and Pre-employment medicals attract a fee.

Referrals

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral please advise our receptionist.

Scripts

We ask where possible that you try to obtain

your scripts during consultation. If you need repeat scripts we ask that you make an appointment to see one of the Doctors, where the medical condition for which the scripts are being written can be checked.

Patient Feedback

This practice invites patients to complete a patient survey on their views of the practice and how it could be improved. These surveys are completely confidential and will help us to improve our services. We take your concerns seriously. Please feel free to talk to your Doctor, Practice Manager or a staff member about any problems you have with our services. We believe that problems are best dealt within the practice. However if you feel there is a matter you wish to take up outside the practice, you can contact the Health Quality and Complaints Commission on 1800 077 308.

Managing your personal health information

Your medical 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. (For further information, please turn overleaf).

