

LANGUAGE AND INTERPRETER SERVICE

If English is not your preferred language or you are deaf you may require an interpreter. Please advise the receptionist at the time of making your appointment if an interpreter is required, your preferred language and dialect, or for deaf patients whether an Auslan sign interpreter is required.

FEES

Fees vary according to the nature of the consultation, the length of the consultation or the procedure performed. Aged Pensioners and Health Care Card Holders can be offered a discounted fee at the discretion of the treating doctor. Credit card and EFTPOS facilities are available. To be able to continue our excellent services to our patients, we have to charge fees, which are often more than the current Medicare Rebate fees.

URGENT AFTER-HOURS MEDICAL CARE

Please call **House Call Doctors** in the first instance on **13 55 66**. Alternatively, present at the Emergency Department of the Rockhampton Base Hospital in Canning Street. If you prefer to present at the Mater or Hillcrest Outpatient departments, it is strongly advised to ring upfront to confirm that the doctor on duty will attend to you. For any urgent medical attention (like chest pain, sudden severe breathlessness, collapse, blackouts, seizures, serious injuries), **call 000**.

REMINDER SYSTEM

Our Practice is committed to preventative care. We have a daily and weekly recall/reminder system (National State Reminder). Your doctor will seek your permission to be included on this reminder system. You will receive recall/reminder letters (or a phone call in some instances) regarding blood tests, pap smears and any other preventative health services. If you do not wish to be included in the reminder, system please let us know.

KEEP US UP TO DATE

We kindly ask all our patients to assist us in maintaining accurate and up-to-date records. To ensure that we always have the correct details on file if we need to reach you on the phone or mail documents out to you, please let us know as soon as you have changed any of your contact details.

TRANSFER OF RECORDS

If you ever decide to move on from our practice to another, you will need to complete a form providing our written authorisation for us to transfer your records over to a new practice. Please read the form carefully as it contains information about our policy, time frames and fees.

ZERO TOLERANCE

We do not tolerate any violent or abusive behaviour and will have no hesitation to contact our security personnel should there be an inappropriate disturbance on our premises that poses a risk to the health and safety of our staff or other patients.

FEEDBACK

We actively seek new ways to improve the quality of our health care service to all our patients. We value integrity, credibility, and respect for the individual. If you are dissatisfied with any aspect of care received, please complete the patient feedback form on our website under Contact Us. Alternately, you can complete the form at reception, and we will respond to your query as soon as possible. We take all feedback seriously. If you are still unhappy with the outcome then formal representation can be made to: Health Quality & Complaints Commission, Level 12, 288 Edward Street, Brisbane, Qld 4000, PH: 07 3234 0272 www.hrc.qld.gov.au



alma street
MEDICAL

**“QUALITY AND FAMILY FRIENDLY
HEALTHCARE”**

150 ALMA STREET
Rockhampton QLD 4700

07 4922 3300

Dr Matt Kritzingar (B.Com MB.ChB FRACGP)

*Dr Bernard Van Heerden (MB.ChB MFM.
FRACGP)*

*Dr Cecelia Cawley-Woods (MB.BS DRANZCOG
FRACGP)*

Dr Jae Choi (MB.BS)

Dr Manel Perera (MB.BS FRNZCGP FRACGP)

Dr Natasha Ratabakau (MB.BS)

OPENING HOURS

Monday to Friday; 8:30am to 5:00pm.
Closed on weekends and Public Holidays.

LOCATION

The surgery is located next to Terry White Pharmacy in 150 Alma Street. Wheelchair access is available, and emergency drop off is conveniently located diagonally in front of the entrance to the Surgery.

CONTACT US

PH: 07 4922 3300

Fax: 07 4922 1500

Email: practicemgr@almastreetmedical.com

Website: www.almastreetmedical.com

WELCOME TO ALMA STREET MEDICAL.
THIS BROCHURE OUTLINES THE POLICIES OF THE PRACTICE.

Our practice is committed to providing its patients with the full range of general practice services and is staffed and equipped accordingly.

OUR MISSION

At Alma Street Medical, we aim to provide quality, accessible primary healthcare for the whole family and strive towards continuous improvement of the physical and psychological well-being of any/all of our patients.

OUR PRACTICE VALUES

We are patient-focused;
We are dedicated and diligent in carrying out our duties;
We are professional, friendly, positive, and approachable;
We focus on achieving the right outcomes;
We are committed to quality services and continuous improvement.

OUR TEAM

Our Surgery has 3 Male and 3 Female doctors.

Director/Practice Principal: Dr Matt Kritzinger

Practice Manager: Chynna

Receptionists: Bernadette, Vanessa, Nicole, Melissa, and Kirsten

Nurses: Amber, Katrina, Patrina, Vanessa, and Alisha

NEW PATIENTS

We welcome all new patients to our practice. Please be aware that you may need to request your records to be transferred from your previous practice to ensure your continuing care. Organising this in advance can greatly assist the process for your first appointment. You will also need to complete a **New Patient Details Form** to ensure that we have all the necessary details on file. Allow an additional 5 – 8 minutes to complete the form upon arrival for your first appointment.

APPOINTMENTS

Appointments are usually in 10-minute increments. If you require extra time, please request an extended appointment when making your booking. We advise that you ring ahead for any delays in appointment times. Please also advise the receptionist if more than one person in your family needs to be seen as a separate appointment is required for each individual patient. Walk-in patients will be triaged depending on the medical condition and doctor availability. Complete medical check-ups, insurance and Pre-employment Medicals often require a longer than normal consultation, we strongly recommend that you ring to make an appointment. **Surgical procedure, Health Assessments and any paperwork will also require longer than normal consultations.**

HELP US TO HELP YOU

Please be clear and concise when making an appointment by indicating to the receptionist the urgency of your problem: -

1. If it is an emergency in need of immediate attention
2. If urgent and needs attention on the same day
3. If a routine visit such as a check-up/repeat of medication/review of results/vaccination /PAP smear/ Care Plan/wound dressing/Medication review/specialist referral
4. Please indicate if the appointment is for an Insurance Medical, Driver Licence Medical (commercial or not) or a surgical procedure so that the appropriate time can be allocated.

ONLINE BOOKINGS

You can now access available appointment times from the comfort of your home or smart phone. Online bookings are a 24/7 service that gives you the flexibility to book an appointment from anywhere, any time.

TELEPHONE ACCESS

On most occasions, doctors will not take patient calls during consultations. A message will be taken and given to the doctor, or you may request to speak to a nurse.

REPEAT PRESCRIPTIONS

Repeat prescriptions will only be issued at the doctors' discretion for certain patients and under certain conditions, (these include Nursing Home patients, patients that live out of town and patients that are not mobile enough to attend the surgery).

Antibiotics cannot be prescribed without consultation and diagnosis. There is a non-Medicare refundable charge for prescriptions that are required in this manner.

GENERAL ENQUIRIES AND TEST RESULTS

It is recommended you make an appointment with your doctor to discuss any Blood results, Scans/X-rays or Urine Tests. If for some reason, you are unable to make it to the surgery you may ask to speak with a nurse between 11 am and 3 pm who can let you know whether or not the doctor will need to see you.

Generally, we will contact you to advise if the doctor has indicated that they would like to discuss your results with you. At times, we may not contact you if the doctor has indicated that no action is required. However, if you still wish to obtain your results, we strongly encourage you to make an appointment with your treating doctor to discuss your results in a private and confidential setting with your doctor.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical records are private and confidential documents. It is the policy of our Practice to maintain security of personal health information at all times. To ensure that this information is only available to authorised members of staff, we abide by the thirteen Australian Privacy principles available at:

<http://www.privacy.gov.au/health/index.html>.

We require written consent from a patient for a family member or friend to collect any prescriptions, pathology forms, results, imaging requests or referrals on their behalf.