



Belmont General Practice Clinic

12/185 BELMONT RD
BELMONT QLD 4153

SURGERY HOURS

MONDAY-FRIDAY

7.30AM-5:00PM

SATURDAY

8.00AM – 11.30AM

PHONE

3399 4685

FAX

3395 7377

AFTER HOURS

13 74 25

WEB SITE

www.bgpc.net.au

OUR DOCTORS

DR JAYANTHI RAVI MBBS, FRACGP
DR MARGARET TAIT MBBS, FRACGP
DR STELLA PANAGIOTOU MBBCh,
MScMed (Child Health), MRCGP, FRACGP
DR KAREN RAMSAY MBBS, FACRRM,
M.Med (Skin Cancer)
DR MARION LAWSON MBBS

PRACTICE INFORMATION

At Belmont General Practice Clinic, we use our skills, knowledge and expertise to work in partnership with you, to achieve the best possible health outcomes. To do this, we need to have a complete picture of your current and past medical history, as well as sufficient time to deal with the issues at hand. We also recommend preventative health checks be conducted on a regular basis. Our aim is to provide the highest quality care, not just treatment.



Appointments

Please call **(07) 3399 4685** for an appointment. Every effort will be made to accommodate your preferred time and G.P. Longer consultations are available on request, please ask our receptionists if you require some extra time or you are unsure how long you should book for. We ask that a double appointment be made for complex problems and Insurance and Employment medicals. Some of our doctors require longer appointments for new patients. Please also book an appointment for each family member that needs to be seen. Reception staff will attempt to contact you if there is any unforeseen delay or the doctor has been called away.

Every effort is made to keep as close to scheduled appointment times as possible, variation occurs when it becomes necessary to fit in urgent cases between normal appointments. We apologise for delays, however suggest that you phone ahead of your appointment time to see how your GP is running. **You can also book online at: www.bgpc.net.au**

Emergencies will always be given priority. Our reception staff will attempt to contact or update you on the progress of your scheduled appointment.

Interpreter Services are available if required, please let us know when you make an appointment and we can organise this for you.

Home Visits are available for regular patients of this practice, whose condition prevents them from attending the surgery. Please give as much advance notice as possible, to allow us to schedule these visits.

Prescriptions, Referrals and Medical Certificates will not be issued without a consultation. Please discuss this with your doctor if you have any concerns.

Failing to attend a scheduled appointment may result in a fee being charged. Please notify us ASAP if you are unable to attend a scheduled appointment.

After Hours Care This practice has an arrangement with the National Home Doctor Service, which provides care for patients of this practice outside of normal consulting hours. Please call **13 SICK (13 7425)** should you require assistance or ask reception if you would like more information. Their website is: www.homedoctor.com.au

Culturally Appropriate Care To assist with disease prevention and to deliver culturally appropriate care, please advise your GP of your cultural background.

Smoking, Food and Noise Policy
This practice has a **no smoking** policy. Please do not eat or drink in our clinic. We ask you keep this to outside unless directed by your G.P. or nurse. This helps to keep our clinic clean and enjoyable for others. Please also turn

off your mobile phones and refrain from using them – you don't want anyone listening in on your private calls and we aren't interested.

Children should be kept under the strict control of the parent/carer.

Fees and Billing Arrangements

Fees are payable at the time of consultation by cash, EFTPOS or credit card. The AMA Fee structure forms the basis of our billing policy and our doctors charge the fees that reflect the time taken and the degree of complexity in each consultation. Our practice offers the TYRO system which allows your Medicare rebate to be paid back into your savings/cheque account instantly. Please ask reception for a full list of fees or if you have any questions regarding methods of payment.

Phone calls and e-mails

We try to keep interruptions to every patient consultation to a minimum. You can help us by notifying the following:

1. Please state if it is an emergency
2. Please state if the doctor has asked you to call back regarding your condition.

If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will be able to return your call. There will be no over-the-phone consultations. E-mails can be sent to the practice e-mail address and

forwarded to your GP. Medical advice cannot be provided via e-mail, all electronic data is subject to privacy principles and no confidential information can be transmitted without encryption.

OUR SERVICES

General Check ups

Skin Checks

Minor Surgery

Vaccinations

Family Planning

Pap Smears

Home Visits

ECG - heart check

Dietary Advice

Counseling

Children's Health

Women's and Men's Health

Pre-Employment Medicals

Workcover Injuries

Diabetes and Asthma Care

Antenatal Care

Corporate Vaccinations

Podiatry

RECEPTION TEAM

Julie-Ann, Gai, Sam, Ann Marie
and Pam

NURSES

Allison and Tarni

PRACTICE SUPERVISOR

Pam

PRACTICE MANAGER

Janine

Getting the results of a test or procedure

Your doctor will advise when they expect results to arrive at the practice.

We ask that you phone for your results between the hours of 1pm-4pm when the phones are not so busy.

Reception staff are not clinically trained to interpret results, but are directed by the doctor to notify you of any comment made by the doctor, on your results. Your results remain confidential between yourself and your doctor.

Any **Urgent** results will be notified by the doctor or a team member under the GP's direction.

It is often necessary for patients to have follow-up appointments to discuss results and to implement further action required for your health care.

Reminders

Our practice is committed to preventative care. We may issue you with a reminder letter or SMS from time to time, offering you preventative health services appropriate to your care. Your GP will seek your permission to be included on the reminder system or state/territory reminder systems or registers. If you do not wish to receive reminders, please advise your GP or let us know at reception.

Privacy and Your Rights

Our policy states: This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain the

security of personal health information at all times and to ensure that this information is only available to authorised staff members. We abide by the National Privacy Principles available at:

<https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>

If you would like a copy of our Privacy Policy, please ask at Reception or visit our website: www.bgpc.net.au

Complaints and Your Rights

If you have any concerns we would like to hear about it. We welcome constructive criticism at this practice. If at any time you are unhappy with the service provided, please speak to the Practice Supervisor, Practice Manager or complete a complaints form, which is located on the reception front counter.

If you feel you need to take matters further and wish to discuss your complaint to an external party you can contact **Queensland Office of the Health Ombudsmen** on Ph: 133 646, P.O. Box 13281, George Street, Brisbane QLD 4001.
<https://www.oho.qld.gov.au/>