

# PRACTICE INFORMATION



**POMONA  
FAMILY  
MEDICAL**

**5 Factory St  
P.O. Box 44  
Pomona 4568  
Ph. 54851177**

**Email: [admin@pomonafamilymedical.com.au](mailto:admin@pomonafamilymedical.com.au)**

**HOURS: Monday - Friday 8am - 5.00pm  
Saturday 8am - 12noon**

**After Hours Information  
13Health (1343 2584) or 1800 022 222  
IN AN EMERGENCY CONTACT 000**



## APPOINTMENTS - HOME, HOSTEL & HOSPITAL VISITS

Home visits are provided when medically indicated for patients of the practice who are too sick to attend the rooms. Some doctors also regularly visit patients at Kabara Hostel.

## APPOINTMENTS - LONG CONSULTATIONS

Long appointments are required for dealing with multiple problems and for full medicals or insurance check-ups, surgical procedures, Centrelink or medical reports and counselling or mental health matters. Please advise the receptionist if you require a long appointment.

## APPOINTMENTS - STANDARD

Consultations with doctors are usually by 15 minute appointment bookings. Always notify the receptionist when you arrive, and inform her if you are attending for a special procedure or need to see the nurse first. Eg drivers, insurance or antenatal, medical, audiometry etc. If you have a number of problems, or complex issues, please request a long appointment.

Staff regularly check that your contact and other details with us are correct. Please notify the receptionist immediately if you think you have an infectious condition (eg: flu) or an urgent problem (eg: chest pain, breathing difficulty or bleeding).

## COMPLAINTS & FEEDBACK

Should you have any issues with the service you have received from this practice please discuss them with our staff or your doctor. You may prefer to write to us or use our suggestion box. If you wish to take the matter further you can contact the Office Of The Health Ombudsman, GPO Box 13281 GEORGE ST BRISBANE QLD 4003, Ph: 133OHO or 133646 or email to [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

## CULTURE & ETHNICITY

Cultural and ethnicity identity is asked to help us respect your particular needs.

## DELAYS/EMERGENCIES

Urgent un-scheduled cases are seen promptly if required. This and unexpectedly long appointments may cause delays in seeing the doctor. Where possible staff will forewarn booked patients of significant delays.

## ELECTRONIC COMMUNICATION

Staff communicate with patients by fax, SMS or email when circumstances necessitate. Staff will note if you permit messages left, SMS or email communication and whether you permit a particular person to receive messages on your behalf.

## FACILITIES

For the comfort and convenience of patients, this surgery offers full disabled access, spacious waiting areas, disabled access toilets, and a well-equipped treatment room.

## FEES

Our fees are mostly refunded by Medicare. Credit cards and EFTPOS are accepted. Pensioners and children are generally bulk billed. Health care card holders may be charged reduced fees if they are not bulk billed on the day. If our fees cause financial hardship please discuss this with your doctor. Our current fees are displayed in the reception area of each surgery. Patients who fail to attend for two appointments will incur a \$40.00 fee, which will need to be paid prior to any future appointment.

## INFORMED PATIENT DECISIONS

Our surgery supports the right for patients to make informed decisions about their health. Leaflets, brochures, written and electronic information about the purpose, importance benefits, risks and possible costs of proposed investigations, referrals or treatments are made available to our patients.

'Top Tips for Safe Health Care' is available from Reception.

Consumer medicines information is available at [www.nps.org.au/medicines](http://www.nps.org.au/medicines).

# INTERPRETER AND OTHER COMMUNICATION SERVICES

Our surgery endeavours to assist our patients who have special communication requirements. An Interpreter, National Relay Service or Auslan service can be arranged for patient appointments. Please ask reception staff to make arrangements, if needed, when you book your appointment.

## MEDICAL NOTES

Medical notes to and from other surgeries can only be obtained with your signed authorisation. The receptionist will help you with this.

## MORE INFORMATION

For more information about our surgeries, doctors and services can be found at our website. [www.pomonafamilymedical.com.au](http://www.pomonafamilymedical.com.au)

## OTHER HEALTH SERVICES SUPPORT

We liaise with Allied Health providers, Specialists Consultants and various hospitals either by fax or electronically, to provide up to date ongoing case for our patients in order to achieve optimal patient care.

## PRACTICE NURSES

The nurses can assist with triaging cases, preliminary checks to help the doctors, test result information, procedures and dressings, educational information, recalls, care planning and general advice.

## PREVENTIVE MEDICINE

This practice strongly endorses the importance of health screening and preventive measures to help maintain ongoing optimal health in individuals. We do this by participating in national and state reminder systems and by your doctors and nurses routinely checking preventive health care measures.

Reminder letters are sent as part of these activities. If you do not wish to be part of these health screening activities you can opt out by letting us know in writing.

## PRIVACY POLICY

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available on request.

## RECALL AND REMINDER SYSTEM

Our surgery has a recall and reminder system for ongoing and preventive health care. If you do not wish to be part of this service please notify our staff.

## SMOKING

Smoking is prohibited in and near our surgery. Pomona Family Practice is committed to providing a safe working and clinical environment.

## STERILISATION

Our medical instruments are sterilised by steam autoclave or pre-vacuum.

## TEACHING PRACTICE

Pomona Family Medical is a teaching practice for medical students and general practice. Occasionally you may be asked for your permission if a medical student or medical educator can sit in on your consultation.

## TELEPHONE CALLS

Calls to doctors interrupt consultations and inconvenience other patients so it is usual for staff and the nurses to answer queries, offer general advice or take messages for doctors.

## TEST RESULTS

Patients will be recalled if test results need follow-up. Patients may contact the surgery three or more days after investigations if they are concerned about a result.

## X-RAYS

Imaging films, such as x-rays or ultrasounds, belong to you. It is in your interest to collect these promptly from the surgery. Store them safely and flat at home.

# OUR DOCTORS AND THEIR MEDICAL INTERESTS

**DR MAURA HARVEY** *MBBS (Hons), DRACOG, MRACGP, FACRRM.* **Mental Health, Chronic Disease Management, Education**

**DR RICHARD HAYTER** *MBBS, FRACGP.* **Paediatrics, General Medicine**

**DR ANTHONY KIRK** *MBBS(Qld), B Phty, DRANZCOG* **Musculoskeletal, Obstetrics, Family Medicine, Chronic Disease**

**DR RUTH NASH** *MBChB.* **Paediatrics, Obstetrics, Gynaecology**

## ALLIED HEALTH AND OTHER SERVICES WHICH ARE AVAILABLE

**Chronic Disease** Jenny Richardson

**Diabetic Nurse** Jenny Richardson

**Pharmacist** John Woodward

**Sleep Therapist** Margaret Curtis

Ask Receptionist regarding allied appointment arrangements.