



**MORNINGSIDE PLAZA  
SHOP 7-10, 38 JUNCTION RD  
MORNINGSIDE QLD 4170**

## **SURGERY HOURS**

### **MON-TUES-WED-THURS**

7AM -9PM

### **FRIDAY**

7AM- 5PM

### **SATURDAY**

8.00AM - 11.30AM

### **SUNDAY**

9.00AM - 1.00PM

### **PHONE**

**3399 4685**

### **FAX**

**3395 7377**

### **AFTER HOURS**

**13 7425**

### **WEB SITE**

[www.mgpc.net.au](http://www.mgpc.net.au)

## **OUR DOCTORS**

DR ALLAN PHILLIPS  
DR MARGARET SCRUTON  
DR MARGARET TAIT  
DR WENDY BURTON  
DR KAREN RAMSAY  
DR VICKI FEATHERSTONE  
DR DEBRA MUNRO  
DR NICHOLAS BUTCHER  
DR NICOLA SHANKEY  
DR NICOLE SEETO  
DR DAMIAN GILBERT  
DR SAMANTHA RANASINGHE  
DR WILLIAM LETHBRIDGE  
DR STEVEN SMITH  
DR PETER HEGERTY  
DR RODERICK MCNICOL  
DR CATHERINE O'NEILL  
DR ZACHARIAH MILES  
DR AMY LANGFORD-ELY

### **RECEPTION TEAM**

Julie, Jenny, Anna, Eilish, Sam and Ann Marie

### **NURSES**

Nicki Elaine, Lisa, Tarni, David, Fiona, Sandi

### **PRACTICE MANAGER**

Janine

### **PRACTICE SUPERVISOR**

Pam

# PRACTICE INFORMATION

At Morningside 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 conducted on a regular basis.



Our aim is to provide the highest quality care, not just treatment.

## **Appointments**

### **Online Bookings**

You can now book appointments online through our website [www.mgpc.net.au](http://www.mgpc.net.au) or through the HotDoc App from your Smart Phone.

Please call **(07) 3399 4685** for an appointment. Every effort will be made to accommodate your preferred time and GP. Longer consultations are available on request, please ask our receptionists if you require some extra time or are unsure how long you should book for. We ask that a double appointment be made for complex problems, Insurance and Employment medicals. Some of our doctors require longer appointments for new patients. Please also book a separate 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.

**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. Interpreting services are available for patients whose primary language is not English and for sign language patients

**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 if you are unable to attend a scheduled appointment.

**After Hours Care.** This practice has an arrangement with National Home Doctor Services which provides care for patients of this practice outside of normal consulting hours. Please call **137425** should you require assistance or ask reception if you would like more information. Their website is [www.homedoctor.com.au](http://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.





## 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  
Ear, Nose and Throat Specialist

## 10 TIPS FOR SAFER HEALTHCARE

1. Be actively involved in your own health care.
2. Speak up if you have any questions or concerns.
3. Learn more about your condition or treatments.
4. Keep a list of all the medicines you are taking.
5. Make sure you understand the medicines you are taking.
6. Get the results of any test or procedure.
7. Talk about your options if you need to go into hospital.
8. Make sure you understand what will happen if you need surgery or a procedure.
9. Make sure you, your doctor and your surgeon all agree on exactly what will be done.
10. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home.

### Fees and Billing Arrangements

Fees are payable at the time of consultation by cash, EFTPOS facilities 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 into your nominated bank account instantly.

Please ask reception if you have any questions regarding this facility.  
The GP's at this practice only direct bill Veterans Gold Card holders.  
Pensioners and Health Care Card Holders will be offered a discount on the regular fee.

### 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.

### 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-5pm when the phones are not so busy. Reception staff are directed by the doctor to notify you of their comment on 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 notice 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.

If you would like a copy of our Privacy Policy, please ask at Reception or go to our website [www.mgpc.net.au](http://www.mgpc.net.au) and click on the Download Forms tab.

### 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 Manager or complete a complaints form/ feedback form which can be obtained from Reception.

If you feel you need to take matters further and wish to discuss your complaint to an external party you can contact the Office of the Health Ombudsmen on 133 646, or go to <http://www.oho.qld.gov.au>

### SMOKING POLICY

This practice has a no smoking policy.