

TEST RESULTS

Our practice uses a digital notification system for most non-urgent test results or correspondence. Where a result has been returned or correspondence is received & actioned by your GP as non-urgent, & you have enrolled in our reminder service, you will be prompted via SMS to book a follow up appointment online. To discuss any test results, a follow up appointment with one of our GP's is recommended. processed.

SERVICES AVAILABLE

At North Blackwater General Practice we offer a wide range of services that we truly believe represent our complete approach to health care. We offer the following services:

- GP Management Plans and Team Care Arrangements (for patients with chronic and complex problems)
- Health Assessments (45-49 year & Annual over 75)
- Childhood immunisations
- Travel vaccinations
- Prenatal, Antenatal and Post Natal care
- Skin checks/ Molescans
- Minor surgical procedures and Cryotherapy
- Women's, Men's and child/ adolescent health
- Coal Board Medicals/ AMA Sign off / Pre-Employment Medicals
- Workplace Injuries
- Mental Health
- Basic Ultrasounds
- Drug and Alcohol Testing
- General Medicals (License etc)
- ECG's
- Spirometry's
- Audiology
- QML pathology on-site
- Telehealth Services

URGENT AFTERHOURS SERVICE

North Blackwater General Practice offers an after hour urgent **on call** service. For any afterhours emergencies please call 0477 777 306. This service is designed to treat afterhours emergencies only. Please do not phone this number to make an appointment.

For emergencies, please dial 000 immediately.

MANAGEMENT OF PERSONAL HEALTH INFORMATION

Your medical records are private and confidential. Access to your medical records is only available to an authorized staff member.

If you would like your records released elsewhere, a 'Release of Information' consent form must be completed and signed prior. For an Extensive summary to be released a fee will be charged. This amount is payable prior to any documents being released. A basic health summary can be forwarded at no charge. This includes a medication list and immunisation history only. This does not include any test results or reports. For NBGP to obtain a copy of your medical records from previous clinics, it is necessary to complete a 'Records Release' form.

SUGGESTIONS OR COMPLAINTS

Your feedback is important to us. If you have any concerns, complains or suggestions in regards to the service we provide please:

- Phone 49 861 179
- Write to Korryn Malzard, Practice Manager, 14 Blain Street, Blackwater, QLD, 4717
- Ask reception for a 'Complaints/ Compliments form
- Use our suggestions box, located in the waiting room

Matters which are unable to be resolved within the practice may be referred to:

Office of the Health Ombudsman

PO Box 13281, Brisbane, QLD, 1003 Phone: 133 DHO (133 646)

CLINIC HOURS

Monday: 8.30 am – 7.30 am

Tuesday: 8.30 am – 7.30 pm

Wednesday: 8.30 am – 7.30 pm

Thursday: 8.30 am – 7.30 pm

Friday: 8.30 am – 4.30 pm

The clinic is closed daily between 12.30 pm – 1.30 pm for lunch.



Phone: (07) 4986 1179

Fax: (07) 4986 1197

Afterhours: 0477 777 306

14 Blain Street, Blackwater, QLD 4717



PRACTICE INFORMATION BROCHURE

PHONE: (07) 4986 1179



APPOINTMENTS

Please call the surgery on 4986 1179 to make an appointment or book online via HotDoc at www.nbgp.com.au or the HotDoc app. Every effort will be made by the reception team to accommodate your preferred time and practitioner. If there are no vacancies with your usual doctor, appointments will be offered for you to see another doctor or next available appointment.

A standard consultation time is 15 minutes. If you are aware you may need a longer consultation time, please make the receptionist aware when booking the appointment so the right time can be allocated. Appointments such as medicals, procedures and completion of paperwork are appointments that will require longer consultations.

OUR PRACTICE TEAM

Principal GP

Dr Manu Nithianantha

Practice Manager:

Korrbyn Malzard

Nursing Staff:

Alex (RN), Amanda (RN), Karen (EN)

Reception Staff:

Charlene (Admin Supervisor), Carly (Medicals & Admin)

Our permanent team is supported by several valued casual staff members and locum GP's.

FEES

All fees are clearly displayed at the front reception desk and throughout the practice. Fees are reviewed annually.

We are not a bulk billing clinic. All Concession card holders (Pensioners and health care card), DVA patients and children 16 years and under are Bulk Billed.

All accounts must be settled on the day of consultation. We accept cash, cheques or EFTPOS.

North Blackwater General Practice is registered with Medicare, which allows us to process your claim on the day of your consult. To receive your rebate automatically you must have your updated bank details with Medicare.

A non-cancellation fee will occur if appointments aren't cancelled prior to the appointment time. This amount must be paid before your next consultation. The amount will vary depending on the type of appointment.

SKIN CANCER & MOLE SCANS

Australia has the highest rate of skin cancer in the world. Early detection is critical. If detected it can be successfully treated and cured. At North Blackwater General Practice we offer Molescanning to all patients. This quick and non-invasive examination is not only painless but allows patients to observe the images onscreen.

There is a non-rebateable fee associated with this service. Patients with private health insurance are encouraged to review their policies where

DIABETES EDUCATION

NBGP is fortunate to have a diabetes educator within our clinical team. Diabetes clinics are offered regularly and the practice is able to assist patients with insulin pumps, medication, maintenance and education. We work closely with our visiting dietician to ensure that your needs are covered to assist you to manage your diabetes.

PATHOLOGY SERVICES

QML pathology has permanent rooms on-site and operates Monday–Thursday 8.30am–12pm.

VISITING SPECIALISTS

We are proud to be in alliance with some of the area's leading health care specialists who provide the valuable services and enable us to 'fill in the gaps' in areas that we do not cover.

Our visiting specialist offer the following services:

- Annette Billiau –Dietician & Diabetes Educator
- Monique Clarke–Counsellor (Off-site)
- Dave Peters–Counsellor (On-site)

Lifestyle Therapies and Training Solutions offer the following services:

- Occupational Therapy (including paediatric)
- Speech Pathology
- Psychology

North Blackwater General Practice are proud to partner with **Central Queensland Community Legal Centre (CQCLC)** to offer the community free access to legal services.

Referrals can be made from a GP, nurse or our counsellor or you can self-refer directly.

PRESCRIPTIONS

It is in your best interest, that to obtain a script an appointment with a GP must be made. Please ensure an appointment is booked prior to your repeat script expiring.

Online requests for repeat and non-restricted medications can be made online via HotDoc. This service incurs a non-rebateable fee.

FLU & COVID-19

NBGP has protocols in place to protect patients & staff, including a triage process for any patients who exhibit symptoms. This can include a request to undertake a rapid test (fees apply), mask wearing, telehealth appointments or other reasonable direction.

