

Lifelong Family Health Care

BURPENGARY MORAYFIELD  
HUB MEDICAL CENTRE  
ABN: 70648145966  
Shop 20, Cnr Buckley & Uhlmann Rds  
Burpengary Qld 4505  
www.thehubmedicalcentre.net.au

Our clinic accepts online  
bookings using Hotdoc  
PH: 5433 1500  
Fax: 5433 1530  
reception@thehubmedicalcentre.net.au

## 1-001F17 - Practice Information for Patients

### **PRACTICE HOURS**

Monday – Friday 7:30am -5:00pm  
Every Alternate Saturday from 05/02/2022- 8:00am – 12:00pm  
Sunday / Public Holidays- CLOSED

### Our Team

#### **GENERAL PRACTITIONER**

Dr Naseer Uddin  
Dr Shery Girgis  
Dr Tony Fitzgerald  
Dr Ammara Chaudhry  
Dr Masoud Absalan  
Dr Lucy Randall  
Dr Jamal Hussain

#### **PRACTICE MANAGER**

Bridget Brassey

#### **REGISTERED NURSE**

Kim Allen  
Kara Marychurch  
Tammy Van Ingen  
Lisa Kerlin

#### **NURSE PRACTITIONER WOUND MANAGEMENT**

Louise Webber

#### **NURSE PRACTITIONER DIABETES EDUCATOR**

Jules Aitken

#### **PODIATRIST**

Shaun Hopkins

#### **PHYIOTHERPIST**

Ehab Kirakos

#### **RECEPTION/ADMIN**

Ashleigh  
Lynette  
Emma  
Cecelia  
Belinda  
Katie

#### **DIETITIAN**

Rachel Zabel

#### **PRACTICE PHARMACIST**

Amy Gibson

#### **PSYCHOLOGIST**

Rosemary Stone

#### **VISITING SPECIALIST**

Dr Rod Chua – Cardiologist  
Dr Geoff Hawson – Oncology/  
Haematologist  
Bloom Hearing – Audiometry

#### **HUNTLEY HOME CARE MANAGER**

Mellissa Bargaquist

### Our Services

At the Hub Family Medical Centre, we recognise the importance of you and your health. We are committed to offering a range of services to provide holistic whole of life care for you and your family.

- GP and Specialist Consultations
- Huntley Home Care
- Allied Health Services
- Psychology Services
- Practice Pharmacist
- Wound Care Management
- Travel Advice & Vaccinations
- Cervical Screening & Women's Health
- Pre- Employment Medicals
- Skin Cancer Clinic
- Chronic Disease Management Plans
- Implanon Insertion & Removal
- Veterans Affairs
- Workers Compensation
- Minor Surgery
- Health & Heart Assessments
- Emergency Treatment Room
- Family Planning
- Iron Infusion
- Venesection
- Preventative Health Care
- Flu Vaccination Clinic
- Covid-19 Vaccination Clinic

## Huntley Home Care

Huntley Home Care is aligned to the Hub Medical Centre and provides services to consumers with a Home Care Package from Level 1 to Level 4. The service promotes choice, independence and enablement for all consumers and can include one or a combination of the following services:

- Light housework
- Social activities
- Outings to do shopping or pay bills
- Transport to appointments
- Meal preparation
- Hygiene care
- Respite Care
- Garden & home maintenance
- Nursing services
- Allied health services
- Home medication reviews

## Appointments

Consultation is by appointment. Patients presenting without an appointment will be accommodated the earliest available time. Urgent medical matters will always be dealt with promptly.

If you have been delayed or will not be able to attend your appointment, please telephone the practice to reschedule or cancel your appointment. When a patient does not attend an appointment a \$30 non-attendance fee will be charged. Please check in with reception on your arrival to avoid any unnecessary delay in the waiting room. Due to the unpredictable nature of general practice consultations, the Doctor may occasionally run behind schedule. Please advise our receptionist if you require a longer consultation, and if more than one member of the family will be attending.

### Online appointments

Visit our website and book your next appointment online!  
24 hr bookings at: [www.thehubmedicalcentre.net.au](http://www.thehubmedicalcentre.net.au)

## After Hours Care

If you require medical attention outside of our practice hours, you may ring our afterhours locum service for a home visit on 13 74 25 (13 SICK). If you are seen by a Doctor from the Home Doctor Service, a written report will be forwarded to us for inclusion in your records.

## Home Visits

Home Visits are done at the discretion of the Doctors.

## Billing Policy

The Hub Medical Centre is a mixed billing clinic offering private and bulk billing consultations. Some Doctors will have certain appointments that are private billing only.

The following exceptions apply whereby patients will be bulk billed – this is where the GP accepts the Medicare refund as whole payment for service instead of the full private fee.

- Pension card holders, 65 and over
- Children under 16 years will be bulk billed for standard consultations.
- Secondary School students, providing a current student ID card.
- DVA Gold Card holders will be bulk billed for all services. (DVA White card holders will pay as per their concession card eligibility – this is condition specific)
- Patients attending for preventative health care services related to chronic conditions. E.g. Chronic Disease Care Plans and Reviews, Diabetes Management plans, Health assessments for patients aged 45-49 and 75+

Health Care Card holders are charged at 85% of consultation fee.

Full payment will be taken at the time of the consultation

Methods of payment include EFTPOS (not Diners or American Express), and cash.

### Cancellation Policy

If you miss an appointment without informing us at least 2 hours prior to the appointment you will be charged a \$30 non-attendance fee before we will rebook an appointment. Our doctor realise that situations do arise when non-attendance is unavoidable, and these instances will always be considered.

#### GP CONSULTATION CHARGES

##### Consultations – Weekdays in hours

STANDARD	(Item 23) Private	\$75.00
LONG	(Item 36) Private	\$126.00

##### GP Consultations – Saturdays in hours

STANDARD	(Item 23) Private	\$90.00
LONG	(Item 36) Private	\$150.00

##### GP Consultations – After Hours

STANDARD	(Item 5020) Private	\$81.95
LONG	(Item 5040) Private	\$137.25

Referral NO consultation	\$20.00
Repeat Prescription NO consultation	\$15.00
Commercial Driver Licence	\$170.50
Pre-Employment Medical	\$170.50
Other Medical Type	POA
Insurance Documents/ Medico Legal	POA
Iron Infusion	\$100.00
INR	\$5.00
Instant Drug & Alcohol Screen	\$82.50
Non-Attendance Fee	\$30.00

## Telephone Calls

The receptionist may take a message for the Doctor and return your call with the Doctors response.

## Interpreting Services

To help our doctors ensure they fully understand a patient's problem and the patient fully understands the outcome of the consultation, we offer an interpreter service where necessary. Our receptionist can book this service for you.

## Recall & Reminder System via HotDoc (Email or SMS)

To further improve our service to you, we have implemented a patient register for preventative health activities. This is a Reminder/ Recall system in which we will contact the patient by either mail or phone for follow-up of preventive activity such as skin check, pap smear, mammogram etc.

We also offer the opportunity for patients to initiate these reminders/recalls to be sent to them.

Patient attending this practice will automatically be included on our register. Patients are requested to inform the Doctor if they choose not to be included.

We may contact you to:

- Make an appointment to discuss your test results
- Remind you that you are due for preventative health care services
- Provide you information about our preventative health care services

### Government Health Registers

Our practice participates in both state & commonwealth reminder systems. Examples include:

- Australian Immunisation Register
- National Cervical Screening Register
- Breast Screen Australia
- National Bowel Screening Program

## Investigations

The Practice can offer electrocardiograms (ECG), lung function testing (spirometry), hearing test (audiometry), blood sugar testing, pregnancy testing, instant drug & alcohol screening, international normalised ratio (INR). Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy/ colonoscopy tests can be arranged externally.

## Procedures

The Doctors can perform minor surgical procedures if required (e.g., removal of moles or skin lesions) cryotherapy (for skin cancers and warts). We also offer pap smear, venesection, iron infusion, ear syringe, Implanon insertion & removal, pre-employment assessments, commercial driver's license, & insurance medicals. Details of specific fees can be obtained from reception. A longer appointment time may be required for some procedures, so please discuss with our receptionist when making your appointment.

## Vaccination & Dressings

If you are making an appointment for vaccination or wound care, please let our receptionist know as the booking is with the Treatment Room. A practice nurse will need to assist with this. Wound care charges may apply as per our fee schedule.

## Referral to Specialist

Your GP, in consultation with you, may refer you to a Specialist. You may request a particular Specialist to be referred to. Please ensure that you bring with you to your specialist's appointment a current referral letter.

## Health Assessments

A health assessment is a plan of care that identifies the specific needs of a person and assists in coordinating the person's health care. You may be eligible for a Health Assessment if you:

- Are aged 45 – 49 years of age, are at risk of developing a chronic disease or are diagnosed with Type 2 diabetes
- Are aged 75 years or older
- Live in a residential aged care facility
- Have an intellectual disability
- Are a refugee
- Are a former Australian Defence Force personnel
- Identify as Aboriginal and/or Torres Strait Islander

## Aboriginal & Torres Strait Islander Patients

To help ensure that Aboriginal and Torres Strait Islander people receive primary health care matched to their needs our doctors can assist with early detection, diagnosis, and treatment for common conditions.

Health assessments are available to the two different age groups to assist in physical, psychological, and social wellbeing. Health Assessments are available to

- Children under 15 years old
- Patients aged 15 years and older

The 'closing the gap' program is available to patients who identify as an Aboriginal and Torres Strait Islander living with, or at risk of, chronic disease. Once enrolled in the program, eligible patients will benefit from lower or no costs when purchasing PBS medications.

Book an appointment today with one of our doctors to find out how we can assist your healthcare needs.

## Chronic Disease Management Plans

A chronic disease is one that has been (or is likely to be) present for six months or longer, for example, asthma, cancer, cardiovascular disease, diabetes, musculoskeletal conditions, or stroke. Our doctors can prepare management plans to coordinate the care and treatment of your illness. You may be eligible for a GP Management Plan (GPMP) or a Team Care Arrangement (TCA) which entitles you to Medicare rebatable services from a large range of Allied Health Services. For more information there is a Chronic Disease Management – Patient Information Sheet available to read and print.

## Medication Reviews

This review is conducted by our Practice Pharmacist. A medication review is available for anyone who uses regular medication. It will identify any actual or potential drug – related problems.

## Transfer of Medical Records

If you require a copy of your medical records, we will require your signed consent. A Health Summary is free. Transfer of complete medical records incurs a charge as per our fee schedule.

## Your Privacy

The Hub Medical Centre respects your privacy. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. Please ask a member of reception if you would like a copy of our privacy policy.

## Patient Feedback & Improvements

Your feedback is important to our practice. If you are unhappy with any aspect of services we provide to you, or you feel your rights are not supported, we would appreciate your comments. Your doctor, or the Practice Manager are available to discuss any problems you may have. We have a suggestion box in reception where you can place your feedback. Alternatively, feel free to email our practice manager at **[bridget@thehubmedicalcentre.net.au](mailto:bridget@thehubmedicalcentre.net.au)**.

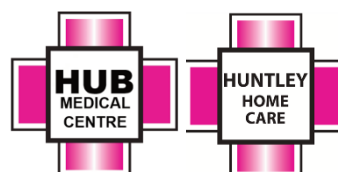
If a satisfactory outcome is not achieved to a complaint, then the complaint can be directed to:

Office of Health Ombudsman

PO Box 13281

Brisbane QLD 4003

Phone 133 646



*Lifelong Family Health Care*