

## USQ Health Service Toowoomba Information Brochure

### MAKING APPOINTMENTS

Appointments can be made by phoning Monday to Friday between the hours of 9:00am – 5:00pm on 07 4631 2372.

Appointments are generally of 15-minute duration. Each appointment is for one person. If you have other family members who require medical attention, please make a separate booking for them.

The doctors may have on the day bookings available each day. Please ring the practice early to access an on the day booking.

If all doctors are fully booked and you have an emergency or a sick child, please advise reception so arrangements can be made to deal with the medical issue in a timely manner. If you are unable to keep an appointment, we ask that you cancel as soon as possible.

An SMS will be sent to you as a reminder for your appointment.

### CONSULTATION COSTS

All enrolled USQ students who hold a Medicare card are bulk billed. For OSHC card holders fees will be directly billed to your provider (some exclusions apply). Your card must be presented at each visit. Students who are covered by a health fund that we do not have a direct billing arrangement with, must make payment in full then present the receipt to their insurer for reimbursement.

Most consultations for holders of a valid Medicare card are subject to a Medicare rebate, meaning that, in most cases, you will receive a refund for some, or all, of your payment. Fees are payable at the time of your visit and EFTPOS is available for your convenience.

Please see our Billing Policy which is displayed in the waiting area of the practice.

### UNABLE TO KEEP YOUR APPOINTMENT

If you are unable to attend your booked appointment, please advise our staff as soon as possible by calling the practice. This allows us to offer your appointment to another patient. In the instance where a patient does not provide 24 hours' notice of cancellation or does not arrive for an appointment, a \$20 non-attendance fee will be charged.

### Practice Hours

Monday to Friday  
9:00am - 5:00pm

### Consulting Hours

Monday to Friday  
9:00am – 4:30pm

### General Practitioners

Dr Lawrence Wong  
Dr Scott Finlay  
Dr Jodi Dennis

### Manager Health Services

Gina

### Student Relationship Officers

Chelsea  
Nyssa

### Nurse Practitioner

Claire

### Registered Nurse

Skye

### PATIENTS WITH DISABILITIES

All students with disabilities are welcome at the USQ Health Service. Should you have any specific requirements prior to visiting our service, please do not hesitate to discuss these with our Student Relationship Officers.

The Health Service has an accessible entrance and interior space with wheelchair-accessible toilets.

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### MEDICAL CERTIFICATES

Legally, a doctor cannot write a medical certificate to cover time of which they have no knowledge. If you require a medical certificate you must present at early onset of the illness.

### FORMS

If you have a form that must be completed by the doctor, then an appointment is required. This will allow the doctor to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

### TELEPHONE CALLS

If you would like to speak to the doctor or our Manager Health Services, please phone and give us as much information as possible and a message will be given to the respective person.

It is unreasonable to expect a 'consultation' over the phone and it is unsafe to try and make a diagnosis in this way, so please do not expect the GP to do so.

### NURSING STUDENTS

Training places are available in the health service for students from our School of Nursing. These are 10 week rotations in which the student spends time with the doctors and nurses.

The student may have opportunities to assist with procedures and conduct their own medical assessments with your consent.

If you do not wish the nursing student to be present in your consultation, please advise the Student Relationship Officers.

### ANTI-DISCRIMINATION POLICY

No patient, new or existing will be refused access to medical care from a doctor on the basis of their sex, age, religion, ethnicity, sexual orientation or medical condition.

All doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

### INFECTIOUS DISEASES

Any patient who thinks they might have an infectious condition such as chicken pox, or have been overseas and developed a cough, flu or diarrhoea are required to notify the student relationship officers prior to their arrival at the practice, so they can be isolated from the general waiting room.

### SCRIPTS

Scripts will not be written without a consultation with our doctors, including medications that you are repeatedly prescribed.

All doctors in this practice contact the Drugs of Dependence Unit before prescribing Schedule 8 Drugs.

### TEST RESULTS AND INVESTIGATIONS

If you have undergone any tests or procedures, please make an appointment to discuss your results with your doctor.

Our health service is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition.

If you do not wish to participate in this system, please advise your doctor or our reception staff.

### CHRONIC DISEASE MANAGEMENT

This health service focuses on preventative medicine and as such the registered nurses may contact you by SMS to make an appointment for your annual health assessment, GP Management Plan and/or Team Care Arrangement. These assessments are paramount in providing you with the optimum care. Please ensure you make an appointment.

### PATHOLOGY

Our nurse is available for blood tests and other pathology that has been ordered by our doctors.

Please ensure you make an appointment for this service. We accept all pathology requests. Pathology from other doctors is not accepted.

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### AFTER HOURS CARE

The University has a deputizing agreement with House Call Doctors 13 55 66 to provide care out of hours. This means after 6:00pm – 9:00am weekdays, weekends and public holidays. A copy of your provided care will be sent here.

### IMMUNISATIONS

A full range of childhood immunisations are available and should be discussed with your doctor.

Our registered nurse is available by appointment to administer any vaccinations. Please ensure you bring your red book. Adult immunisations and/or vaccinations are also available.

### COMPLAINTS

If you have any complaints about the way the health service manages your information, or the way the staff or doctors have treated you, please discuss it with our Manager Health Services who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Office of Health Ombudsman below:

Office of Health Ombudsman  
PO Box 13281 George Street  
Brisbane Qld 4003  
Phone: 133 646

### OTHER INFORMATION

#### Overseas Health Cover

BUPA - T: 1800 888 942

Medibank Private – T: 137 190

Allianz Global Assistance – T: 13 6742

#### Mental Health

Beyondblue - T: 1300 224 636 (24 /7)

Lifeline - T: 13 11 14

#### Domestic Violence – White Ribbon

1800 737 732 (24/7 counselling)

#### Sexual Assault Assistance

National Sexual Assault Line – T: 1800 737 732

### INTERPETING SERVICES

If English is not your first language and you require Interpreter services for any of your appointments please advise our Student Relationship Officers.

### YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles a [www.privacy.go.au/health/index.html](http://www.privacy.go.au/health/index.html).

The University of Southern Queensland's Privacy Policy is displayed in the reception area and is available on request. The Privacy Policy may also be accessed on our website.

### FEEDBACK

We value your opinion and welcome any suggestion you have that may improve the service we provide. Please give us your feedback by mail to the above address or speak to your doctor or the Manager Health Services.

### ACCREDITATION

The practice is accredited with Australian General Practice Accreditation Limited (AGPAL).

This accreditation is conducted every 3 years. In April 2019 the practice will undergo an accreditation survey visit. As part of this process you may be asked to complete a patient survey form giving feedback on your experience at our health service. This information is confidential.



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### Available Services

- Health Assessments
- Minor Surgery / Procedures
- Clinical Nursing Care
- Diabetic Care
- GP Management and Team Care Plans
- GP Mental Health Plans
- Paediatrics
- Weight Control
- WorkCover
- Pre-Employment Medicals\*
- Women's Health
- Blood Pressure Management
- Acute Clinical Care
- Immunisations
- Driving Medicals\*
- Men's Health
- Indigenous Health
- Skin Checks
- Chronic Disease Management
- Medical Examinations
- Health Promotion
- Electrocardiographs (ECG) and
- Spirometry (Breathing)
- Travel Advice.

\*Please note some services may **not** be covered by Medicare\* - please check with our reception staff

If you have other health needs that are not listed above, please contact the Manager Health Services either in person, letter or by email: [Manager.health@usq.edu.au](mailto:Manager.health@usq.edu.au) to discuss further.

### Quick Guide

Toowoomba Hospital Emergency  
P: 07 4616 6000

St Vincent's Emergency  
P: 07 4690 4444

St Vincent's Hospital  
P: 07 4690 4000

St Andrew's Hospital  
P: 07 4646 3000

House Call Doctor  
P: 13 55 66

Day & Night Pharmacy  
James Neil Medical Plaza  
Cnr James & Neil Streets  
P: 07 4632 3971  
Open until 10:00 pm

Uniplaza Pharmacy  
P: 07 4636 2093  
12/468 West Street

**In an Emergency call 000**