

### **Recalling Patients**

This practice has a recall system in place that allows patients to be recalled for any procedures, tests, preventative care or appointment that may be required. These recall letters are sent to patients at the address that is recorded on your information supplied. If your personal contact details change at any time it is important to notify us of this.

### **Confidentiality & Privacy**

Privacy and confidentiality is a priority at our practice, as sensitive information about patients and their families is collected and recorded as part of your medical care. Patient information will not be released to any party without your consent. If any of your personal details change, please notify us so we can update this. All of our staff working at our practice has signed a confidentiality agreement to maintain security of all of our patient's health records/information. This practice also meets the standards of Royal Australian Collage of General Practitioners (RACGP) concerning privacy and confidentiality. If you would like to see our Privacy Policy, please ask one of our staff.

### **Feedback & Complaints**

If you would like to give us feedback about our services, or if you have a complaint, please put it in writing addressed to the Practice Manager [manager@urmc.com.au](mailto:manager@urmc.com.au). We also have forms at reception for you to fill in and place in box. We will review your concerns and reply to you. If you are not satisfied with our responses to a clinical complaint, you are entitled to have it considered by the Health Quality Complaints Commission (HQCC) who can be contacted on 1800 077 308 or [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)

### **Services we provide to our patients**

- **Dermatology**
  - skin cancer excision
  - cryotherapy
- **Women's Health**
  - Implanon / mirena
  - Pap smears
  - Ante natal care
- **Chronic Disease management and education**
  - Diabetes
  - Asthma
- **Weight / obesity management**
  - Body composite scales
- **Health assessments**
  - 45 -49 / 75+
  - CTG
- **Allied Health**
  - Dietitian
  - Physiotherapy
- **Spirometry and ECG's**
- **Vaccinations**
  - Child / Adult / travel
- **Pre-employment Medicals (fee)**
- **Mental Health**
  - Mental health nurse
  - Psychologist

### **Contact us**

975Riverway Drive  
Condon QLD 4815

**Phone:** (07) 47 735170

**Fax:** (07) 47232280

**Email:** [reception@pinnaclemed.com.au](mailto:reception@pinnaclemed.com.au)

**Website:** [www.urmc.com.au](http://www.urmc.com.au)

**Facebook:** <https://www.facebook.com/UpperRossMC>

PINNACLE MEDICAL CENTRE

### **Hours**

**Monday-Friday 8am-5pm**

**Saturday  
8am-1pm**



**Phone:** (07) 47 735 170

**Fax:** (07) 47 232 280

### **Overview**

The Upper Ross Medical Centre is a family oriented medical practice. Our philosophy is to provide professional quality health care to all members of your family. We are an AGPAL accredited practice.

### **Appointments**

This practice operates an appointment system. All emergencies will be seen immediately. All sick children will be seen the same day that an appointment is sought. We also accept walk ins. Some appointments take longer, such as excisions and care plans. Please notify staff when making appointment to ensure the correct time is allocated. We understand your time is valuable and we try very hard to adhere to our appointment schedule, the unpredictable nature of medicine means sometimes Doctors run behind. Ask our receptionist about SMS options. We also offer online appointments via our website [www.urmc.com.au](http://www.urmc.com.au).

### **Telephone contact with Doctors**

Telephone contact with your Doctor is available at this practice. Initial contact is with our practice staff, which will assess the patient's needs / request, and if necessary, the Doctor will return your call.

### **Home visits**

Where patients are unable to attend the practice, some of our Doctors will do home visits when need is genuine. Palliative care patients are also attended to on this basis.

### **Immunizations**

The full ranges of standard vaccines are kept at the surgery and are available for children and adults. All immunizations are given at any time but a consultation with a doctor is required.

### **After hours care**

We offer after hour's service for medical treatment out of normal business hours, bulked bill till 11pm, after this time a fee of \$150 is payable at time of consultation ( Medicare claim) Details for this service are left on our after-hours message daily – phone 47735170 to hear message.

### **Nursing Home Care**

We offer continuing care for Nursing Home patients.

### **Test Results and X-Rays Results**

It is important that you ALWAYS follow up results of any tests or investigations your doctor may have ordered. Appointments are to be made for test results and to review x-rays. Your doctor has ordered these as a process to managing your health and you are required to consult your doctor to obtain results. Due to privacy laws information regarding results will only be given to the patient or parent/guardian involved.

### **Pre-employment**

Pre-employment medicals require an appointment. Please notify staff when making your appointment so that extra time can be allocated.

### **Fees**

We bulk bill all consultations with a current medicare card, with the exceptions below. We accept Visa and MasterCard using EFTPOS (no cash withdrawal facilities). No personal cheques. Any consultations not covered under medicare (insurance and employment paperwork) will be charged accordingly. Please ask when booking appointments. Medicare cards should be viewed regularly when asked

### **Workers Compensation**

Work related injuries are also managed with accounts for such injuries will be given to the patient for forwarding to the relevant authority, or employer, if however, they do not accept liability the patient will be responsible for any outstanding fees.

### **Doctors**

Dr Martin Perez-Gonzalez  
Dr Olga Castillo-Gonzalez  
Dr Edel Garcia  
Dr Sarah Willard

### **Practice Staff**

**Practice Manager** - Dianne Sainty  
**Nurses:** Sue Frida, Tess

**Receptionists:** Jess, Lemar, Natalie, Coral,