

# Hooper Medical Centre

187 Hume Street, Toowoomba QLD 4350

Ph:07 4613 0500 Fax:07 4613 0555 Website: [www.hoopermedicalcentre.com.au](http://www.hoopermedicalcentre.com.au)

## Services provided at our clinic include:

- Aboriginal Health
- Family Medicine
- Immunisations: children & adult
- Workcover/TAC claims
- Antenatal care
- Women's Health
- Travel Vaccinations
- Implanon Insertions
- Men's Health
- Minor surgery
- Chronic Disease Management
- Skin Checks
- Sexual Health
- Mental Health
- Allied Services

## Our Team

<i>Doctors</i>	<i>Administration</i>	<i>Nurses</i>
<b>Dr David Simpson</b>	<i>Christine Percy</i>	<i>Mrs Jayme Irvine</i>
<b>Dr Jiong Wu</b>	<i>Janine Kanowski</i>	
<b>Dr Jodi Dennis</b>	<i>Kath Sack</i>	
	<i>Ryleigh Crowe</i>	

## Practice Hours

<b>Day</b>	<b>Open</b>	<b>Close</b>
<b>Monday</b>	8:30 AM	5:00 PM
<b>Tuesday</b>	8:30 AM	5:00 PM
<b>Wednesday</b>	8:30 AM	5:00 PM
<b>Thursday</b>	8:30 AM	8:00 PM
<b>Friday</b>	8:30 AM	5:00 PM
<b>Saturday</b>	8:30 AM	12:00 PM
<b>Sunday</b>	CLOSED	CLOSED

**Sunday/Public Holiday: Closed (unless notified)**

## Management of your Personal Health Information

To provide you with our health services, we need to collect certain personal information about you (such as the information contained in this form, and any health or clinical information you provide to our GPs or nurses). We will generally collect this from you directly, however, may also collect it from your authorised representative or another healthcare provider you have seen or who has referred you to our clinic.

We may use and disclose your information to third parties for the primary purpose of enabling us to provide you with health care. We require any such third parties to only use your personal information for the purposes of performing the services or activities we have engaged them to provide. For more information refer to our **Privacy Policy** which is available through our website or by request from our reception staff.

## Appointments

Appointments are required to see all practitioners. Appointments are at 10-minute intervals. You can book appointments by calling our reception team directly or online through our website [www.hoopermedicalcentre.com.au](http://www.hoopermedicalcentre.com.au), or through Hotdoc booking platform.

Walk-ins are welcome and will be given the first available consultation. This usually means walk in appointments will have a wait. Emergencies or urgent appointments will be triaged by the Practice Nurse and Doctor informed immediately. On arrival, please let our receptionist know if

you feel you are to unwell, distressed or infectious to sit in the waiting room.

**Longer consultation times** are available. Please advise our receptionist if you require extra time or if you have several problems to discuss.

### **Interpreter Service**

We encourage the use of Translating and Interpreter Services (TIS) – 131 450.

Deaf or people with hearing impairment can contact the National Relay Service – 133 677.

### **Home Visits**

Home visits are available, upon doctor's discretion, for regular patients whose condition prevents them from attending the surgery. To make an appointment or to enquire further, please call our reception staff.

### **Telephone & Electronic Access**

GP's in the practice may be contacted during normal office hours. If the GP is with a patient, a message will be taken, and you will be advised by reception staff when it is likely that the GP will return your call. Your call will be put through to a member of our clinical team in an emergency.

### **After Hours Care Arrangements**

In the event of an emergency dial 000 for an ambulance or go to your nearest emergency department. We do not provide afterhours medical services; however, we have an agreement in place with a deputising afterhours company to assist you. Please call Hello Home Doctors on 134 100.

### **Fees**

Fees are payable at the time of your consultation. The AMA Fee structure forms the basis of our billing policy. Please discuss any concerns with our reception staff.

All patients with a valid medicare card will be bulk billed. If you do not have a medicare card, please see the table below for our fees. For a full list of fees, please ask reception for our Fees List.

<b>Services</b>	<b>Items</b>	<b>Fees</b>	<b>GST</b>
<b>Level B Consultation &lt; 15 min (without Medicare card)</b>	23	\$70	
<b>Level C Consultation &gt;15 min (without Medicare card)</b>	36	\$100	
<b>Teleconsult without Medicare</b>	91891	\$70	
<b>Commercial Driver's License Renewal</b>		\$165	\$12
<b>Pre-Employment Examination &amp; Report</b>		\$165	\$15

### **Reminder System**

Our practice is committed to preventative care. We may issue you with a reminder notice via SMS, phone call and/or letter from time to time offering you preventative health services appropriate to your care. There are also Federal and State registers and reminder systems for certain conditions/prevention activities. If you do not wish to be part of this system, please advise the reception staff.

### **Test Results**

It is practice policy that test results are not be given over the telephone by any of our staff except your Doctor. We do this to protect your privacy and to provide you with high quality healthcare. If your doctor wishes to discuss test results, our practice will contact you via SMS, phone call and/or letter to arrange a follow up appointment. You may also request an appointment to discuss any results with the doctor.

**Disabled Access**

Disabled access is provided via our main entrance. This access is also suitable for pram access or for patients who have difficulty with steps.

**Emergency contact and cultural background**

It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you. It is also recommended that you inform us of your cultural background so we can provide you with the most appropriate care.

**Patient Feedback**

If you have a problem or suggestion, we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you feel that you need to discuss the matter outside the surgery, you may contact:

The Office of the Health Ombudsman  
Address: 400 George St, Brisbane City 4000  
Phone: 13 36 46

**Management of Personal Information**

Your medical record is a confidential document. This practice is bound by the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as Privacy Legislation). Our practice maintains protection of your personal health information at all times and ensures that this information is only available to authorised members of staff. For further information, please refer to our Privacy Policy, available at reception.