

IMPORTANT INFORMATION FOR PATIENTS ATTENDING STONEWALL MEDICAL CENTRE

Fee Policy

Stonewall is a mixed billing practice which means each doctor sets his or her own fees for services. All current concession card holders are Bulk Billed. A full list of fees and descriptions are available at reception.

Please bring your Medicare card with you to all appointments. Medicare rebate options include taking your receipt to Medicare and claiming in person or reception staff sending your claim to Medicare at your request. Acceptable payment methods include cash, Visa, Master Card or EFTPOS. We do not accept cheques or accounts.

Appointments

We provide comprehensive, confidential, holistic care. Consultations are by appointment only. Urgent cases are seen by the first available doctor. Long consultations are available by arrangement with your doctor. Please contact the receptionist for the times that your doctor is available. We are open:

| | |
|-----------------------------|-----------------|
| Monday & Thursday | 8.30AM – 7.00PM |
| Tuesday, Wednesday & Friday | 8.30AM – 6.00PM |

We are closed daily between 1:00PM–2:00PM

Parking & Access

Car parking is available at the rear of the practice or the side street. There is a ramp at the front entrance for patients unable to negotiate stairs.

Home Visits

Should you be too ill to attend the practice, an urgent home visit may be arranged with your doctor or the doctor on call, after hours. Home visits can usually only be conducted outside normal clinic hours and are privately billed. Visits beyond 10km of the practice need to be discussed with the doctor. Home visits are only provided to existing patients of Stonewall.

Reminder Systems

Stonewall provides and uses reminder systems as part of our patient care. If you do not want to be included in these systems please speak to your doctor. The QLD Pap Smear Register only offers an opt-off system. To be excluded from this register please, speak to your doctor.

Interpreting Services

If you require a translator or interpreter please notify reception when booking your appointment. This is a phone service (if 48 hours notice is given one can be provided onsite). A free interpreting service is also available for people who are deaf and speak Australian Sign Language.

Prescriptions & Referrals

Please request prescriptions and referrals during your consultation. For different reasons your doctor may need to see you in person for prescriptions and referrals. If requested outside a consultation, please expect up to 2 working days before your script will be ready for collection. A script fee of \$10.00 will be charged. **There is no Medicare rebate for this fee.**

Telephone Calls to Doctors

Interruptions during the consultation can be very distracting for both doctor and patient. Most queries are best dealt with in person during a consultation at the clinic.

If it is necessary and appropriate, your doctor may discuss your query by phone. If your doctor is consulting when you call, you may leave a message and the call will be returned as soon as practical. Calls are returned in order of priority.

Cancellation / Non Attendance Policy

We require a minimum of (2) two hours notice for cancellation of an appointment. (24 hours notice for acupuncture and homeopathy appointments). If no notice is given or you do not attend your appointment a fee of \$33.00 (inc. GST) may be charged to you. This fee is not eligible for rebate from Medicare or any health fund and must be paid prior to making your next appointment.

Results

Some test results may be obtained by calling the reception desk. A doctor will review all results before making them available. For various reasons your doctor may prefer that you make an appointment to discuss your results. The receptionist can only advise you of this and can make no further comment.

HIV test results are never given over the telephone and must be given in consultation by your doctor.

Privacy and Personal Health Information

Stonewall maintains security of personal health information at all times and ensures it is only available to authorised members of staff.

If you would like access to your health information we support this, but we want all information sharing to generate understanding rather than misunderstanding for the purpose of mutual benefit. For more information please ask for our privacy information sheet or speak to your doctor. **Records are kept of each interaction.**

Complaints & Suggestions

If you are particularly happy or unhappy with any aspect of the care you receive from this practice we are keen to know. Please feel free to talk to your doctor or the practice manager or complete our feedback survey found at reception.

We believe problems are best dealt within the practice. However, if you do feel there is a problem you wish to take up outside, you may prefer to contact the Health Quality and Complaints Commission for handling complaints.

Phone: 07 3120 5999

Post: GPO Box 3089, BRISBANE QLD 4001

Administration

Stonewall's administration team are:

Adrian Waldock – Practice Manager

Tim Hickey - Receptionist

Chris Hibbert - Receptionist

AFTER HOURS SERVICES

All after hours services, including home visits and consultations at the surgery, are privately billed, unless discussed with the doctor. Fees for after hours services vary between doctors.

AFTER HOURS—DOCTOR ON CALL

Please call 07 3857 1222 for the current phone number for the Doctor on Call

Our services include:

General Practice

Men's Health

Women's Health

Sexual Health

Transgender Health

Confidential Coded HIV testing

HIV Medicine, Rapid HIV Testing & PEP
(Dr Rosevear, Dr Simmons and Dr Neilsen are
S100 qualified to prescribe HIV medicine)

Travel Medicine

Adult & Child Vaccinations

Acupuncture

Counselling for :

- Coming out • Sexual abuse • Sexuality
- Relationships • Alcohol and drug issues

Stonewall assists the following support groups:

MARS

A support group for men affected by rape and sexual abuse that meets weekly.

For further information contact
Dr Wendell Rosevear on 07 3857 1222.
www.marsaustralia.com.au

GLADS

Gay and Lesbian Alcohol and Drugs Support Group. Facilitated by Dr Wendell Rosevear, at Gladstone Road Medical Centre
38 Gladstone Road, Highgate Hill
each Wednesday 7:30pm - 8:30pm.

Useful Numbers:

| | |
|---|------------------------------|
| 13HEALTH | 134 325 |
| LIFELINE | 131 114 |
| GAY & LESBIAN WELFARE ASSOC'N COUNSELLING LINE | 07 3017 1717 1800 184 527 |

PUBLIC HOSPITALS

| | | |
|---------|----------------|--------------|
| RBH | Herston | 07 3636 8111 |
| Mater | South Brisbane | 07 3163 8111 |
| PA Hosp | Wooloongabba | 07 3240 2111 |

PRIVATE HOSPITALS

| | | |
|------------|----------------|--------------|
| St Andrews | Spring Hill | 07 3834 4455 |
| Mater | South Brisbane | 07 3163 1111 |



52 Newmarket Road, Windsor Q 4030

Phone: 07 3857 1222

Fax: 07 3857 2333

www.stonewall.com.au



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Welcome to



Medical Centre

Important information for patients
attending Stonewall Medical Centre

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M.B.,B.S., Dip. RACOG, FRACGP J.P., (Qual.)

Dr Neil Simmons
M.B.,B.Chir., FRACGP

Dr Graham Neilsen
MBBS, Dip Ven, MM [Sexual Health],
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