

Test Results and Reminder/Recall System

We require you to attend your usual doctor in order to receive test results, obtain a prescription or request a referral.

We also have a reminder and recall system in place, so we can contact you to make an appointment for follow up of test results, if required and preventative health services such as immunisations, blood tests or annual health checks that are of benefit to you.

Patient Feedback

We hope to provide a professional, quality and caring medical service for our patients. If you have any concerns, complaints or suggestions about any aspect of our service, we would appreciate hearing about them and encourage patients to complete our Patient Feedback Form and place it in the box at reception.

If you feel you have an issue that needs to be addressed outside of this practice, you can contact the Queensland Government Centre for handling complaints:

Office of the Health Ombudsman (OHO)
PO Box 13281 George St
Brisbane Qld 4003
Phone: 133 646
<http://www.oho.qld.gov.au>
Email: complaints@oho.qld.gov.au

Practice Team**Doctors**

Dr Yasser Zeidan
Dr Mohamed Mahmoud
Dr Rania Hussein
Dr Fatin Gabriel
Dr Peter Kamen
Dr Jean-Marc de Maroussem
Dr Ayman Arnauty
Dr David Blackburn
Dr Yoko Yamauchi
Dr Leticia Figueiredo
Dr Dmytro Nechyporenko
Dr Stuart Nash

Nurses

Nurse Coordinator: Jeppe
RN: Susan, Lauren, Hannah, Melissa
EEN: Vivien, Peta

Allied Health

Rebecca McCormick – Dietician
Jessie George – Diabetic Educator
Helga – Holter Monitoring and ECHOs

Administration

Business Manager: Christina
Reception Coordinator: Elisha

APOLLO GENERAL PRACTICE

P: 07 5438 1200

F: 07 5438 1300

www.apollogp.com.au

Quality Family Healthcare

APOLLO GENERAL PRACTICE is committed to providing comprehensive medical care to all our patients. Our doctors have many years' experience in general practice and are dedicated to providing exceptional quality service to our local community.

Apollo General Practice is accredited with GPA. GPA assesses general practices against the standards issued by the Royal Australian College of General Practitioners (RACGP).

Practice Hours

Apollo General Practice is open 7 days. We are closed on public holidays.

Monday to Friday

8.00am – 6.30pm

Saturday and Sunday

8.30am – 12pm & 1pm – 5pm

After Hours

National Home Doctor Service provides an after-hours mobile service for our patients. National Home Doctor Service is available by phoning **13 74 25**. Home Visits provided by the National Home Doctor Service are Bulk Billed if you hold a valid Medicare Card.

Alternatively, you can attend the Minor Injury and Illness Clinic (MIIC) at Caloundra Hospital, which is located on West Terrace, Caloundra (Ph 07 5436 8500) or contact the After Hours GP Helpline on 1800 022 222 for advice.

Remember, if it is an emergency phone an ambulance on 000

Bulk Billing / Private Billing

We offer **Bulk Billing Monday to Friday**, for all patients with a current Medicare or DVA Card. For patients without a Medicare or DVA card, the fee for a standard consult is \$75 and for a long consult is \$115.

On **Saturday and Sunday, mixed billing** applies. We will bulk bill for all children 15 years and under, concession card holders, DVA card holders and Aboriginal and Torres Strait Islander patients. Patients who do not fall into one of these categories will be charged a private fee on weekends (standard consult ranges from \$75 to \$100).

Non-Medicare / Private Billing

WorkCover claims, insurance reports, pre-employment medicals & commercial driver licence medicals are not covered under Medicare and require payment on the day of visit. Please check with reception staff for current pricing. Please inform reception the reason for your appointment when phoning to make an appointment.

Did Not Attend Fee

If you do not cancel your appointment with at least 1 hour's notice, you will be charged a Did Not Attend Fee of \$20.

Appointments

Apollo General Practice runs on an appointment system. Appointments are set at 10 minutes for a standard consultation. Longer consultations are available. Urgent medical problems will be triaged by our practice staff and dealt with promptly.

Online Bookings

Appointments can also be booked online either via our website apollogp.com.au or you can download the HotDoc app on your smartphone. Please note, complex appointment bookings still need to be made by phoning the practice.

Home Visits

Home visits are available on request for our regular local patients who are unable to attend the practice due to serious chronic health reasons.

Did Not Attend Fee

If you no longer require your appointment, we would appreciate you phoning to cancel so the time may be made available to other patients. Failure to do so, will incur a fee of \$20 which is not claimable on Medicare.

Practice Communication

Patients of our practice are able to obtain information or advice related to their clinical care by telephone in a situation where a consultation is impractical. A message will be taken to pass onto the Doctor. Your call

may be directed to one of our nurses who may be able to assist, if your Doctor is not available.

Communication with patients via electronic means (email or fax) is conducted with appropriate regard to the privacy laws relating to health information and confidentiality of the patient's health information.

Privacy and Personal Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management.

Our full privacy policy and privacy statement for the management of health information are available on request from reception.

If you have any questions about how we handle your personal health information or need to arrange access to your records, please contact the Business Manager.

Interpreter Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone 07 5438 1200. Our business hours are 8.00am to 6.30pm Monday to Friday. They will assist with the communication of your primary spoken language to better communicate your medical needs between yourself and your doctor.

A free interpreting service is available for patients who are hearing impaired and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1800 246 945 or visit the NABS website for further information.

Practice Services

- Children's Immunisations
- Women's Health; Antenatal; Postnatal care, Cervical Screening Tests, contraceptive advice and Mirena/IUD and Implanon insertion
- Skin Checks and Minor Surgery
- Travel Vaccinations (including Yellow Fever)
- Pre-employment Medicals
- Chronic Disease management (e.g. Asthma and Diabetes)
- GP Management Plans and Care Plans –access to Allied Health visits
- Iron Infusions
- Medical Terminations
- Cosmetic procedures