

## 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](mailto: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, Helen  
EEN: Vivien, Janet, Min

### Allied Health

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

### Administration

Business Manager: Christina  
Reception Coordinator: Elisha



ABN: 25 569 812 490

75 Bowman Road, Caloundra  
PO Box 1495, Caloundra QLD 4551

P: 07 5438 1200

F: 07 5438 1300

[www.apollogp.com.au](http://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 – 5.00pm

### 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 8600) or contact the After Hours GP Helpline on 1800 022 222 for advice.

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

## Billing Policy

We are a **Mixed Billing** Practice. We offer **Bulk Billing** for all children 15 years and under, concession card holders and DVA card holders. Patients who do not fall into one of these categories will be charged a private fee.

<i>Monday to Friday:</i> Standard consultation is \$72 Long consultation is \$110	<i>Saturday and Sunday:</i> Standard consultation is \$75-\$100 Long consultation is \$115-\$135
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### Non-Medicare Billing

WorkCover claims, insurance reports, pre-employment medicals & commercial driver licence medicals etc. 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 hours' notice, you will be charged a Did Not Attend Fee of \$40.

## 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](http://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 \$40 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