

## Professional Doctor Complaint

Sometimes, medical treatment may not be acceptable. You have a right to express your concern and to have this heard and acted on. Anyone can make a complaint about a health service.

In some circumstances, your relative, carer or friend may raise concerns or make a complaint on your behalf. A consumer group or advocate can also complain on your behalf.

Children can make complaints if they are assessed by the health service as having a sufficient level of maturity and understanding. If the child is considered to lack the capacity to make a complaint, a parent or legal guardian can make the complaint on the child's behalf.

Please speak with the Practice Manager immediately and express your complaint.

If you feel as though it has not been resolved or treated respectively, please contact the Office of the Health Ombudsman at:-

Phone - 133 646

Online at :-  
<http://www.oho.qld.gov.au/make-a-complaint>

Email to [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)



# Medical Centre

ABN 111 699 321 83

Telephone 4771 6666

Facsimile. 4771 5566

After hrs: 1300 968 736

Email: [help@brmc.com.au](mailto:help@brmc.com.au)

Webpage: [www.brmc.com.au](http://www.brmc.com.au)

Address: 14/47 Bundock Street  
Belgian Gardens 4810



OR PO Box 40  
Belgian Gardens 4810

## OPENING HOURS

Monday to Friday 8.30am-4.30pm

Saturday 8.30am to 12pm

Sunday and Public Holidays - CLOSED

OUR DOCTORS:- STAFF:-

Dr Martin Carr	Chloe - PM
Dr Michelle Vollmerhauser	Andrea
Dr Sonia Gautam	Lyndal
Dr Fiona Fleming	Natasha -RN
Dr Nichola O'Reilly	Melissa - RN

## Billing Practices

BGMC is a private billing Medical Practice. Our standard fees are as follows and are required to be paid at the time of your consultation.

Child aged 2 – 15	\$61.00
Adult aged 15+	\$78.00
Aged Pensioner	\$57.00
Concession Card	\$67.00

We charge a \$10 increase on all fees, for Saturday consultations.

Our Doctors bulk bill all childhood vaccinations.

We send out SMS reminders for all appointments the day before, to whoever has a valid mobile number. Therefore, we charge a \$36.00 Did Not Attend fee for any prior unexplained missed consultations.

## Follow Up of Patient Results

If you have a normal result, there is no need for a follow up with us, as such we will not contact you.

If there is a follow up treatment, or the need for another appointment, our Practice Nurses will contact you by phone. If you cannot be reached, we will send you a letter for you to contact the surgery.

If you haven't heard from us, but you are concerned, feel free to contact us.

## Communication Policy

We are contactable by phone on 4771 6666 and email at [help@bgmc.com.au](mailto:help@bgmc.com.au).

Our emails are not encrypted, so please be aware of this when requesting personal information to be sent to your email.

We do not take appointment bookings via email, but we do have an online booking system via the HealthEngine app.

## HealthEngine

We provide SMS reminders for your next day appointments, so please ensure your mobile number is current and correct.

Please note that all referral and script requests require an appointment with your GP.

## Feedback and Complaints

Belgian Gardens Medical Centre encourages feedback of all kinds to help our centre continually grow and improve our quality of service to our patients.

If you would like to give some feedback, or give us a compliment or make a complaint, please ask Reception for a form.

You can then keep it confidential or if you require our Practice Manager to be in touch with you about any issues, please leave a contact name and number.



## Health Information Management

### and Privacy Policy



At times, we do collate health information for education purposes. When this need arises, all of our collating is done by de-identifying our patient base. This means that although some of your health information is collected, it does not collect any of your personal details.

To ensure we are speaking to the correct person, we will ask you your Name, Date of Birth and Address each time you visit. We will also ask if your mobile is still current, as well as your Medicare Card. This not only ensures correct Health care but also ensures your privacy.

We will never give out information about your appointments (dates, times, reason for visit) or your results, to any person other than yourself, unless you specifically advise your Doctor otherwise and this is documented on your file.

Although all Doctors, Reception and Nursing staff can access your files, everyone signs and upholds strict confidentiality rules to ensure your safety and privacy.