



Medical Centre

ABN 111 699 321 83
Telephone. **4771 6666**
Facsimilie. 4771 5566
After hours: 1300 968 736
Email: help@bgmc.com.au
Webpage: www.bgmc.com.au

Address: PO Box 401,
Belgian Gardens QLD 4810

PATIENT INFORMATION SHEET

WHERE ARE WE?

We are located through the traffic lights at the turn off to Pallarenda, on your left, in the Belrowes Complex. We are between the Australia Post and Belgian Gardens Chemmart Pharmacy on Bundock Street.

WE ACCEPT NEW PATIENTS

Please note that we are not a Bulk Billing Practice. Our consultation fees are included in this brochure.

| GP's | Nursing | Reception | Manager |
|--|--------------------|------------------|----------------|
| Dr Nichola O'Reilly Dr Fiona Fleming Dr Michelle Vollmerhause Dr Martin Carr Dr Sonia Gautam | Natacha Melissa | Andrea Lyndal | Chloe |

PATIENT CONVENIENCE

- BGMC has convenient parking for our patients at the back of our surgery.
- We have a Terry White Chemmart Pharmacy and Sullivan Nicolaides Pathology right next door.
- If you have provided your bank details to Medicare Australia, we can submit your refund at the time of your consultation for fast refund turn-around.
- Online Booking via our website or the HealthEngine App.

Services We Provide

- General Medicine
- Mirena Insertion & Removal
- Family Health
- Womens Health
- Mens Health
- Childhood Immunisations
- Workcover
- Sexual and Reproductive Health
- HRT
- Chronic Disease Management
- Aviation Medicals

Please come see our friendly reception staff for a more detailed overview of what we can do for you and your family.

Consulting Hours

- Monday - 8.30am to 4.30pm
- Tuesday - 8.30am to 4.30pm
- Wednesday - 8.30am to 4.30pm
- Thursday - 8.30am to 4.30pm
- Friday - 8.30am to 4.30pm
- Saturday - 8.30am to 12.00pm
- Sunday - CLOSED
- Public Holidays – CLOSED

After Hours Services include:-

Doctor to your Door
1300 968 736

Please be advised that we charge a DNA fee of **\$36.00** for any unexplained missed consultations.

Billing Policies

Our standard fee's are as follows:-

| | |
|------------------------|---------|
| Adult | \$78.00 |
| Healthcare Card Holder | \$67.00 |
| Pensioner | \$67.00 |
| Aged Pensioner | \$57.00 |
| Child Under 16 | \$61.00 |
| Saturday | \$88.00 |

Please note that these prices are for a standard consultation only, which can go up to 15 minutes in duration.

If you require a longer consultation, please advise Reception at the time of making your appointment.

Medicare rebate is \$37.05 for a standard consultation.

Phone Requests

We endeavour to have all phone requests actioned within 24 to 48 hours depending on the request, but please note that we **DO NOT** do script or referral requests over the phone.

These requests require an appointment.

We do not encourage communication through emails as it is not a secured connection, and we cannot ensure a timely response.

If something is urgent, please call Belgian Gardens Medical Centre and speak with one of our Reception or Nursing staff and they will endeavour to help you to the best of their ability.

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.

Doctor Complaint

If you have a Doctor or Nursing complaint that you feel needs to be actioned outside of the Medical Practice; or the Practice Manager has not sufficiently actioned your complaint, you can call the Health Rights Commission on Freecall 1800 077 308 and lodge a formal complaint against the individual/s