

## **Merrimac Medical Centre & Skin**

**Cancer Clinic** is a smoke free, quality AGPAL Accredited medical facility with a focus on preventative medicine, along with looking after your immediate medical needs. Our GP's have further experience in a variety of sub-specialties such as Diabetes & Skin Cancer.

### **Services Available**

General Medicine	Women's Health
Men's Health	Child Immunisations
Minor Surgery	Diabetes Control
Skin Checks	Asthma Care
Sports injuries	Counselling
Sexual Health	Health Assessments
Wound care	Travel Vaccinations
Preventative Health Checks	
Cardiovascular Risk Assessment	
Mental Health Management	
Family Planning: Antenatal and Postnatal care	
Chronic Disease Management. ABI ECG	

### **About Our Doctors**

Merrimac Medical Centre & Skin Cancer Clinic provides comprehensive primary care for patients in our modern and clean surgery. It has a family-based focus and is staffed by well qualified Doctors with extensive experiences.

### **Transfer of Medical Records**

This Medical Centre will provide, on receipt of a formal request from your new Doctor, a summary of your medical file. If a full file is required there may be a fee to be advised.

### **Specialist Referrals**

An appointment is necessary for a referral to a specialist. Legal requirements prevent back-dating of referrals so please ensure you have a valid referral before your specialist appointment.

### **Management of Your Personal Health Information**

Your medical record is a confidential document. It is the policy of this Medical Centre to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

### **Interpreter Service**

Should you require the services of an interpreter during a consultation with the Doctor, please tell the receptionist when making the appointment for you or your family member or phone 1300 131 450 for a telephone translator service.

### **Patient Feedback**

This Medical Centre is always happy to receive feedback and suggestions that may improve our services. All feedback will receive full consideration. A box is provided within



166 Gooding Drive, Merrimac. QLD. 4226

Ph:(07)5525 1222 Fax:(07)5525 1198

[reception@merrimacmedicalcentre.com.au](mailto:reception@merrimacmedicalcentre.com.au)

[www.merrimacmedicalcentre.com.au](http://www.merrimacmedicalcentre.com.au)

### **Emergencies Dial 000**

### **AFTER HOURS**

Call 13SICK (call 13 7425)

### **OPENING HOURS:**

Mon-Fri-8:00AM-5:00PM

Saturday 8AM – 12PM

Sunday – Closed

Closed Public Holidays

### **ATTENDING DOCTORS**

- ❖ Dr Ram Pateel MBBS, FRACGP, MRCGP  
Accredited Skin Cancer Dr [SCCA]
- ❖ Dr Linda Kemp MD, FRACGP
- ❖ Dr Chris Kirtley MD MB ChB, PhD

## **Appointments**

We run an appointment system. Patients with appointments will have preference except in emergencies. You can make an appointment with any of our Doctors by telephoning or in person at the centre or online at Merrimac Medical Centre & Skin Cancer Clinic – Book Doctors Online with HotDoc. Please let our receptionist know if you require prompt attention for matters such as chest pain, burns, eye injury etc.

Appointments are normally made at 15-minute intervals. If you feel you need a longer consultation, please notify the receptionist when making your appointment.

We have made running to time a high priority, but emergencies do happen, straightforward matters do have a habit of turning into longer consultations. Please phone the Centre before your appointment to check whether your Doctor is running on time. For continuity of care, it is recommended to see your usual Doctor, however if they are unavailable, you are welcome to see one of the other Doctors in the Medical Centre.

A fee may be charged for non-attendance of an appointment.

## **After Hours Service**

For medical attention after hours please call 13 74 25 and for Emergencies call 000.

## **Home Visits**

Home visits are available in special

## **Fees and Billing Arrangements**

### **We are a mixed billing Medical Centre.**

Our schedule fees are displayed at reception or can be obtained by ringing the receptionist during our opening hours.

We believe private billing is necessary to adequately remunerate the practice and enable it to maintain high quality Doctors, medical care and facilities.

Discounts are available for valid Health Care Card / Concession Card holders.

At the Doctors discretion we can bulk bill Gold DVA Card holders and students up to 12.

All Doctors set their own fees:

Patients are asked to pay in full on the day of consultation. The surgery only accepts cash, Visa, Mastercard and Eftpos.

For your convenience we can process your claim through Medicare online. All you need to do is register your banking details with Medicare.

If you are referred to an Allied Health Worker or specialist, we advise you enquire about their fees and other costs that may arise.

## **Immunisations**

Please provide advanced notification for your immunisation appointment and if necessary, remember to bring your Childhood Immunisation Book on the day of appointment.

## **Vaccinations for Overseas Travel**

It is highly recommended that you speak with your Doctor to ensure adequate coverage. If we

## **Prescriptions and Pathology**

### **Results**

Generally, NO repeat prescriptions will be given without making an appointment to see your Doctor.

An appointment is required to discuss all pathology results unless Doctor has instructed differently.

### **X-rays**

Patients returning with urgent X-rays will be fitted in upon arrival. All other X-ray investigations need follow up appointments. X-rays are often important for future comparisons by radiologists. These are your property and we ask that you keep them.

## **Workers Compensation**

Payment of all Workcover claims are the responsibility of the patient. Accounts are to be settled at the time of consultation and then forwarded to Workcover for reimbursement. Please inform the Receptionist and Doctor that the visit is a work-related issue.

## **Care Plans and Reminder System**

Your health is important to us. To ensure you are receiving the best possible medical care this Medical Centre provides comprehensive medical care plans tailored to your needs, e.g., Healthy Kids Check (4 yr olds), Health Assessments (45 – 49 yr olds and over 75's), Mental Health Plans, etc.