

# Practice Information

## Mission

We are committed to providing continuous high-quality care to all our community. We will seek improvements to enhance the delivery of care in a friendly and inclusive manner. We see our patients as individuals requiring specific solutions. Our strength is the warmth of our relationship between our patients, doctors, nurses, general staff and total health community which we will aim to maintain.

## Consultations – Telehealth & Face to Face

To minimise delay, consultations are by appointment. We allocate 15 minutes for standard face to face or Telehealth consultations. If you anticipate spending longer with the doctor please let the reception staff know at the time of booking. Patients are at liberty to see the doctor of their choice. Generally it is possible to book a routine appointment ahead of time with the doctor of your choice. For your convenience, online bookings can be made. Bookings can be made through our Facebook page, via our website or by calling Reception on (07) 3369 0551. Our Practice endeavors to accommodate walk in patients with urgent medical matters even when fully booked.

## Billing Policy

Our practice is a private billing practice. Reduced gaps will apply to Pension Concession Card holders and Government Health Care Card holders and you must present your current card at the time of your appointment for your appointment to qualify for a reduced gap. Children under the age of 5 years and DVA card holders will be bulk billed between 9:00pm – 3:45pm. Our practice does not offer bulk billing Monday to Friday between 7am – 9am and 4pm – 5pm and on Saturdays.

Information on fees are available upon request or by visiting our website

<https://www.bardonmedical.com.au/our-services/#Fees>

**Payment Methods** - We accept payment by cash, cheque, Eftpos, Mastercard, Visa & Amex (credit card surcharges apply). All accounts are to be finalised after your appointment.

**Online Claiming** - For your convenience, we have the facilities to lodge your Medicare claim online where accounts paid on the day.

## Cancellation Policy

We understand that unplanned issues can come up and you may need to cancel your appointment. If this happens you may cancel your appointment up to 1 hour prior to your appointment time. There will be a **\$50 cancellation fee** charged if you do not cancel your appointment in the allocated time frame or if you simply do not turn up to your appointment or answer your phone for your Telehealth appointment. You will be sent a payment link for your cancellation fee. This fee is not covered by Medicare and payment is required before any further appointment request.

## Our Services

In addition to our comprehensive general medicine consultation our centre provides the following:

- Childhood Immunisations
- Preventative Health Checks
- Team Based Chronic Disease Management
- Skin Checks and Surgery
- Pregnancy & Pre-conception counselling
- Contraceptive and Women's Health Advice
- Weight Loss Management
- Mental Health
- Health Check for people aged **45 to 49** year or **75+**
- Care for residents of local Aged Care Facilities
- Wound Management Service
- Travel Medicine Service including Yellow Fever
- Pathology testing
- Pre-Employment medicals

- Varicose Vein Treatment
- Iron Infusion
- Men's Health
- Qfever Testing

## Home visits

Home visits are only available if you are a regular patient of our practice and are too sick to come to the surgery. Every effort will be made to accommodate your choice of doctor however this will depend on the availability of doctors at the time of your request.

## GP Registrars & Medical Students

Bardon Rainworth Medical Centre is involved with General Practice Education Training as GP Supervisor to GP graduates. From time to time we have medical students attached to our practice. Reception staff will ask if it is OK for the student to be present during your visit. If you do not wish to have the medical student present during your consultation, please let reception or your doctor know.

## Reminder System

The practice has an **SMS** Reminder System for booked appointments, immunisations, general checks, pap smears, diabetic checks and National/State reminders systems. Please notify your Doctor if you wish to be excluded from the reminder system.

## Follow up and Recall of Patients

The practice has a Reminder System for immunisations, general checks, pap smears, diabetic checks and National/State reminders systems. Please notify your Doctor if you wish to be excluded from the reminder system.

## Management of Investigations

Your doctor may make a request for further investigations such as pathology tests or X-Rays. You are required to make a follow up appointment with your doctor to discuss these test results and your future management. Managing

your investigation results this way enables us to support you in maintaining and coordinating your long-term health. For normal results, you may contact our practice nurse 7 days after your test. If your Pap smear result is not completely normal your doctor or staff will arrange a follow-up appointment. Your co-operation in managing these results is greatly appreciated.

### Prescriptions

As we are committed to your care it is important for patients to make appointments in order to have prescriptions written. Please feel free to discuss this policy with the doctor if you have any concerns.

### Specialist referrals

A consultation is required for all specialist referrals without prejudice. This enables the doctor to provide the specialist with the current details of your medical condition. The referral is a legal document, which enables you to claim benefits from Medicare. Please ensure that you obtain this before your specialist appointment, as it is illegal to backdate referrals or to write one without having had a consultation with the patient.

### Medical certificates

Patients must see the Doctor to get a medical certificate. If you require a medical certificate, please ask the Doctor at the time of consultation. Doctors are not permitted to backdate medical certificates in any circumstances.

### Telephoning or Emailing your Doctor

You may contact us during our normal opening hours if you wish to speak with your Doctor or our Practice Nurses. Incoming telephone call to GP's are restricted to matters of medical urgency only, however a message for your GP will be taken and your call will be returned as soon as possible. Alternatively, you can send through an email to [manager@bardonmedical.com.au](mailto:manager@bardonmedical.com.au) which will be passed onto your Doctor.

### Feedback and Complaints

Our Doctors, Practice Manager and Staff strive to provide you with the best possible medical care and customer service. If you would like to offer some feedback to improve our service or if you have a complaint, please let us know in writing. You do not have to leave your name. Your feedback will be responded to promptly. Please contact our Practice Manager in the first instance. Alternatively, complaints can also be made to Office of the Health Ombudsman website [www.oho.qld.gov.au](http://www.oho.qld.gov.au) or the National Privacy Commissioner on 1300 363 992 or Health Care Complaints Commission 02 9219 7444.

### Privacy

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. A copy of our privacy policy is available by visiting <https://www.bardonmedical.com.au/patient-privacy-policy/> or speak to your Doctor if you wish to access your records.

### Our Doctors

**Dr Amanda IRWIN**

**Dr Greg THOMPSON OAM**

**Dr Lynette BRISLIN**

**Dr Jane HUTSON**

**Dr Kylie NORRIS**

**Dr Ya An Annie YANG**

**Dr Anabelle LINDLEY**

**Dr James Moran**

**Dr Stuart McMaster**

**Dr Fiona Mackay**

### Practice Manager

**Leigh Mawn**

## Practice Information



**p. (07) 3369 0551**

**f. (07) 3367 1039**

**w. [www.bardonmedical.com.au](http://www.bardonmedical.com.au)**

**e. [reception@bardonmedical.com.au](mailto:reception@bardonmedical.com.au)**

**192 Boundary Road  
Bardon Q 4065**

On-road parking is available on Boundary or Brown Street, as is an ambulance bay for the use of disabled persons. The practice is wheelchair accessible.

### Surgery Hours

Monday - Friday - 7.00 am to 5.00 pm

Saturday – 7.00 am to 11 am

### After Hours - IN AN EMERGENCY PLEASE CALL 000

In non-urgent situations Dr Irwin can be contacted by phoning the surgery number, and then contacting the after-hours phone number provided on the answering machine.



**QPA**

**Updated 26/02/2025**