

## BAY MEDICAL CENTRE

The Bay Medical Centre is a family orientated practice that is accredited with the Royal Australian College of General Practitioners (AGPAL). Our goal is to provide a friendly and professional environment for all our patients.

### OPENING HOURS

**Monday - Friday:** 8.30am - 5.00pm    **Public Holidays:** Closed  
**Saturday:** 9.00am - 2.00pm    **Sunday:** Closed

### CONCERNS

If you have any concerns about the way staff or GPs are handling your privacy or you need to access your information, please speak to one of our staff or to your GP as appropriate. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit [www.privacy.gov.au](http://www.privacy.gov.au).

Privacy Commissioner Health Rights Commission  
GPO Box 3809 Brisbane Qld 4001 PH: 1300 363 992

### APPOINTMENTS

Please ring 07 5529 1966 for an appointment. If you require a longer consultation, please tell the receptionist when you make your booking. Urgent medical problems will always be dealt with promptly.

### AFTER-HOURS

When the surgery is closed, please phone National Home Doctors on 137 425.

### WHAT HAPPENS WHEN WE COLLECT INFORMATION NECESSARY FOR PROVIDING YOU WITH A HEALTH SERVICE?

We will only collect information necessary for providing you with a health service. Where practical we will only collect information directly from you. We seek your assistance to ensure that information held about you is accurate and up-to-date.

### FEEDBACK

If you have any complaints, please speak to your doctor. Alternatively, the Office of the Health Ombudsman (OHO) may be contacted on 133 OHO (133 646)



SHOP 44A RUNAWAY  
SHOPPING VILLAGE  
RUNAWAY BAY 4216  
BAY MEDICAL  
CENTRE

# PATIENT INFORMATION LEAFLET

**Tel: (07) 5529 1966**

**Fax: (07) 5529 1336**

**Email: [reception@baymedicalcentre.com.au](mailto:reception@baymedicalcentre.com.au)**

## COVID-19 ALERT

### WHAT ARE THE SYMPTOMS OF THE VIRUS?

The symptoms could be as mild as a common cold but in severe cases it the virus can cause severe pneumonia, fever and shortness of breath.

For this reason, all patients who have flu symptoms or cold symptoms and fever please do not attend our clinic.

Telehealth Services are available for existing patients – please book an appointment online via our website <https://baymedicalcentre.com.au>

## **ACCESS TO YOUR INFORMATION**

You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you of the process and any costs that may be involved.

## **TO WHOM WE DISCLOSE INFORMATION**

To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: a treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietician, physiotherapist or other allied health practitioner

We only disclose those details necessary for you to receive appropriate care from the health service concerned

Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (e.g. for billing purposes we are required to provide to Medicare Australia a Medicare number in connection with the type of medical service we provide you).

## **PRIVACY POLICY**

Our practice has developed a policy to protect your privacy in compliance with privacy legislation. Our staff and GPs are trained in good privacy practice. Patient privacy information is available from the practice. Our informed and caring staffs and GPs can advise you on any of your privacy concerns. Our policy is to inform you that we need your consent to collection information about you:

- What personal information is being collected
- Who is collecting your personal information
- How your personal information is being used
- To whom your personal information is being disclosed that you may discuss any concerns you have about how we handle your information.

## **MANAGEMENT OF HEALTH INFORMATION**

Privacy of the health information collected at this practice is very important. In line with the Privacy Act 1998, applicant's details are kept for a specified period of time and then disposed of as confidential documents.

## **MANAGEMENT OF VETERIAN AFFAIRS PATIENTS**

The Department of Veterans' Affairs' Coordinated Veterans' Care (CVC) Program uses a proactive approach to improve the management of participants' chronic conditions and quality of care.

CVC is a team-based program where the participant, a General Practitioner (GP) and a nurse coordinator (NC) work together as a core team to develop a plan to meet the health needs of the participant and manage their ongoing care.

## **FOLLOW-UP OF RESULTS**

If your doctor has ordered any investigations, please make an appointment for follow-up of results. If your doctor needs to see more urgently, you will receive a phone call or letter requesting that you make an appointment.

## **TELEPHONE CALLS**

You can ring your doctor during surgery hours. Emergency calls will be put straight through.

## **SERVICES AVAILABLE**

- Check-ups
- Aged Care Assessments
- Chronic Disease Management
- Vaccinations
- Family planning
- Pap smears, Pregnancy tests
- Ante-natal care
- ECG: heart check
- Spirometry: lung test
- Counselling
- Vaccination: children, travel
- Minor surgery: suturing cuts, removing moles, skin cancers
- Liquid nitrogen 'freezing' therapy for sunspots and warts
- Weight control
- Nutrition advice
- Skin checks
- Recalls/Reminder Systems are in place for patients' convenience.
- Allied Health Services, including Australian Hearing, Dietitian, Physiotherapist and Podiatrist