



Practice Information Brochure – Your Health Our Priority

Consulting Hours

Monday, Wednesday – Friday
8:00am – 5:00pm

Tuesday
8:00am – 7:00pm

General Practitioners

Dr Siân Ford
Dr Mark Bennett
Dr Felicity Constable
Dr Tamara Johansen
Dr Gemma O’Leary

Practice Manager

Gina

Receptionists

Ann-Maree
Leesa
Vicki
Bridget

Practice Nurses

Angela
Letisha
Helen

Medical Practice Assistant

Katie

MAKING APPOINTMENTS

Appointments can be made by phoning Monday, Wednesday to Friday between the hours of 8:00am - 5:00pm or Tuesday 8:00am – 7:00pm. Online bookings are available through HotDoc.

Appointments between 8:00am – 8:30am Monday to Friday and between 5:00pm – 7:00pm on Tuesday are considered premium appointments and will attract a private fee. Bulk billing is not available for these appointments. If booking online you will receive a prompt giving you this information if wishing to make an appointment during these times.

Appointments are generally of 10-minute duration. Each appointment is for one person. If you have other family members who require medical attention, please make a separate booking for them.

The doctors do have on the day bookings available each day. Please ring the practice early to access an on the day booking.

If all doctors are fully booked and you have an emergency or a sick child, please advise reception so arrangements can be made to deal with the medical issue in a timely manner. If you are unable to keep an appointment, we ask that you cancel as soon as possible. If you receive a text message to confirm an appointment, we ask that you respond in a timely manner.

CONSULTATION & PROCEDURE COSTS

Standard Consultation	\$ 74.00
Intermediate Consultation	\$ 84.00
Long Consultation	\$130.00
Prolonged Consultation	\$165.00
New Patient Consultation	\$130.00

Patients over 80 years are bulk billed with the completion of the annual health assessment.

School age children: If the family are regular attendees of this practice then your children will be bulk billed if under 17 years of age.

All procedures will incur a fee regardless of age and concession card entitlement to help cover the cost of consumables. We offer EFTPOS (Tyro) facilities and in most cases and can process your claim with Medicare so you can receive your rebate instantly.

Please see our Billing Policy displayed in the waiting area of the practice.

AFTER HOURS CARE

Patients requiring after-hours care should call 13SICK on 13 7425. A copy of your after-hours consultation is forwarded the following day to your usual doctor.

13SICK is available by phone 24/7, otherwise present to Emergency at Toowoomba Hospital or St Vincent’s Toowoomba.

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MEDICAL CERTIFICATES

Legally, a doctor cannot write a medical certificate to cover time of which they have no knowledge. If you require a medical certificate, you must present early in the illness.

FORMS

If you have a form that requires completion by the doctor, then an appointment is required. This will allow the doctor time to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

TELEPHONE CALLS

If you would like to speak to your doctor or our practice nurse, please phone the practice and give the receptionist as much information as possible. A message is sent to the respective doctor or nurse who will return your call at a convenient time for them.

REGISTRARS

Our practice is committed to teaching and mentoring the next generation of rural doctors. Our practice is accredited with General Practice Training Queensland (GPTQ) allowing registrars to be placed at our practice.

MEDICAL STUDENTS

Our practice participates in medical student placements with the University of Queensland and Griffith University.

These students may have opportunities to assist with procedures and conduct their own medical assessments with your consent. If you do not wish the medical student to be present in your consultation, please advise the reception staff.

IMMUNISATIONS →

All childhood immunisations are available and should be discussed with your doctor. Our practice nurse is available by appointment to administer any vaccinations. Please ensure you bring your red book. Childhood vaccinations are uploaded to the Australian Immunisation Register weekly.

Adult immunisations and/or vaccinations are also available.

TRAVEL VACCINATIONS

Dr Ford is an accredited travel doctor who is available to discuss your travel destinations and vaccination requirements. Some countries require Yellow Fever vaccination – please ensure you check your requirements and book an appointment in time for these vaccinations to take effect. Malaria tablets are also required for some areas – again check your requirements.

INFECTIOUS DISEASES

Any patient who think they might have an infectious condition such as chicken pox, or have been overseas and developed a cough, flu or diarrhoea are required to notify reception staff prior to their arrival at the practice, so they can be isolated from the general waiting room.

SCRIPTS

No script will be written without a consultation with our doctors, including medications that you are repeatedly prescribed. S8 scripts **will not be faxed** to a pharmacy and must be collected in person unless discussed with your doctor. All doctors in this practice contact the Drugs of Dependence Unit before prescribing Schedule 8 Drugs.

TEST RESULTS, INVESTIGATIONS AND REPORTS

If you have undergone any tests or procedures, please make an appointment to discuss your results with your doctor. If you have seen a specialist you may be requested to make an appointment with your doctor to discuss the correspondence.

Our practice is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition. If you do not wish to participate in this system, please advise your doctor or our reception staff.

CHRONIC DISEASE MANAGEMENT

This practice focuses on preventative medicine. Our reception staff or practice nurses may contact you by phone to make an appointment for GP Management Plan and/or Team Care Arrangement. The GP Management Plan and/or Team Care Arrangements do require reviews at determined intervals, normally every 3 - 6 months.

These assessments are paramount in providing you with the optimum care. Please ensure you make an appointment.

A Home Medication Review may also be discussed with your doctor if you are taking several medications. An independent pharmacist will visit you at home to complete the medication review. The pharmacist sends her report and recommendations to your doctor, who will arrange an appointment with you to discuss these.

HEALTH ASSESSMENTS

If you are eligible for an annual health assessment our practice nurses or receptionists will contact you to make an appointment. If you have opted for SMS reminders, you will receive this information on your phone. Please contact the practice for an appointment to have your health assessment.



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COMPLAINTS

If you have any complaints about the way the practice manages your information, or the way the staff or doctors have treated you, please discuss it with our Practice Manager who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Office of Health Ombudsman below:

Office of Health Ombudsman
PO Box 13281 George Street
Brisbane Qld 4003
Phone: 133 646

VISITING SERVICE - AUDIOLOGIST

Appointments for Connect Hearing on 07 4930 0095 to make an appointment.

CO-LOCATED SERVICES

Sullivan Nicolaidis is located at the rear of our practice. Mary's Pharmacy is located next door to the practice.

HOME VISITS

Patients are encouraged to seek an appointment at the practice during business hours. Home visits are conducted at the doctors' discretion for existing patients within the Toowoomba city boundaries.

EMERGENCIES – RING 000

St Vincent's Private Emergency is located at St Vincent's Hospital, Scott Street, Toowoomba should you wish to present in person. This is a privately owned emergency department and you will be charged at a private rate. Private health insurance is only applicable if you are admitted to St Vincent's Hospital from the Emergency Department. St Andrew's Hospital does not have an Emergency Department.

Alternatively, you may present to the Emergency Department at Toowoomba Hospital in Pechey Street. Please be advised that you are triaged according to the complaint and you may be required to wait a considerable time.

NURSING HOME & HOME VISITS

Nursing home patients are only accepted where the patient has been an existing patient of the practice. Our practice nurse visits nursing homes to conduct health assessments for the patients on an annual basis. Home visits can be requested if you live within the Toowoomba boundaries.

ANTI-DISCRIMINATION POLICY

No patient, new or existing will be refused access to medical care from a doctor based on gender, age, religion, ethnicity, sexual orientation or medical condition. All doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles available at www.privacy.go.au/health/index.html.

The Middle Ridge Family Practice Privacy Policy is displayed in the reception area and is available on request.

FEEDBACK

We value your opinion and welcome any suggestion you have that may improve the service we provide.

Please give us your feedback by mail to the above address or speak to your doctor or the Practice Manager.

PRACTICE ACCREDITATION

The practice is accredited with Quality Practice Accreditation to the RACGP 5th Edition Standards. This accreditation is conducted every 3 years and our last survey visit was 4 February 2021.

This accreditation ensures we deliver a high standard of quality care to all our patients.

As part of this process, you may be asked to complete a patient survey form giving feedback on your experience at our practice. This information is confidential.

MY HEALTH RECORD

Please advise if you wish a summary to be uploaded to your My Health Record by our doctors.

All Australians had a My Health Record created from 30 January 2019 unless they opted out.

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Available Services

- Acute Clinical Care
- Antenatal and Post-Natal Care
- Blood Pressure Management
- Clinical Nursing Care
- Child Health (Paediatrics)
- Chronic Disease Management
- Corporate Care
- Diabetic Care
- Driving Medicals*
- Electrocardiograph (ECGs)
- Health Assessments
- Indigenous Health
- Immunisations
- Insurance Medicals*
- Men's Health
- Mental Health
- Pre-Employment Medicals*
- Q Fever Testing and Vaccination
- Sexual Health
- Skin Cancer Checks
- Spirometry (Breathing)
- Travel Vaccinations & Yellow Fever
- Women's Health

*Please note some services may **not** be covered by Medicare - please check with our reception staff.

If you are having a pre-employment medical please email the paperwork through to pm@midridge.com.au prior to the appointment.

If English is not your first language, interpreting services may be arranged for you. Please advise our receptionists so we can accommodate your needs.

Quick Phone Guide

Toowoomba Hospital
P: 07 4616 6000

Mary's Family Pharmacy
P: 07 4636 2093

St Vincent's Private Emergency Group
P: 07 4690 4444

St Vincent's Hospital
P: 07 4690 4000

St Andrew's Hospital
P: 07 4646 3000

13SICK (After Hours Doctor)
P: 137425

Toowoomba Day & Night Pharmacy
Stellarossa Bernoth Centre
Ruthven Street Toowoomba

P: 07 4632 3971 until 10:00 pm

In an Emergency call 000