

MyFamily Medical Information Sheet



MyFamily Medical aims to provide patients with primary, comprehensive, continuous, and confidential medical care, in all aspects of family medicine.

Doctors

Dr Michael Tremellen

48-50 Marsh Street

Stanthorpe Q 4380

Phone: 0746 810 816

Practice Hours

Monday to Thursday

8:00 am – 5:15 pm

Friday

8:00 am – 4:00 pm

Saturday and Sunday

CLOSED

The Practice Team

Practice Manager – Alison Tremellen

Practice Nurses - Alison Tremellen

Rachel Bushby

Practice Nurse/Midwife - Rebecca Telfer

Administration - Julie Kay

Adena Seymour – Smith

Kaitlyn Sweet

Patient Identification

To correctly identify you our staff are required to ask a series of questions such as name, address & date of birth. Checking of identity ensures the right treatment/advice/medication is provided to you and is paramount to ensuring your safety.

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Prescriptions

It is in your best interest for medications to be discussed as part of a consultation process. Please ensure an appointment has been booked prior to your repeat prescription expiring.

A charge of \$10.00 will apply for prescriptions given without consultation, scripts will be available for collection from reception 24 hours after the order is placed.

Our Practice

Dr Michael Tremellen graduated in 2008 and is committed to providing high quality health care to his patients. He has a special interest in Obstetrics.

Services available at MyFamily Medical include:

- Obstetric Care (Private and Public/Shared Care is available)
- Check-ups
- Medicals
- Family Planning
- Pap smears
- Audiometry
- Spirometry
- ECG
- Vaccinations
- Minor surgery – Removal of skin lesions etc
- Skin Checks
- Chronic Disease Management

Appointments

Please ring 0746 81 0816 for an appointment. Every effort will be made to accommodate your preferred GP. Emergencies will be given priority, please advise administration if you require urgent attention. Reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionist if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

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Care Outside Normal Opening Hours

The Stanthorpe Hospital (07 4683 3400) provides emergency care to MyFamily Medical patients outside our normal opening hours.

Home and other Visits

Whenever possible patients are seen at the Practice where proper facilities are available for examination and diagnosis. Home visits are made for the very sick and elderly.

These visits may need to be discussed with your Doctor.

Telephone Access

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and reception will advise you when your call will be returned, usually within 24 hours. If you have an urgent matter, please notify the receptionist and you will be transferred to the practice nurse.

Fees and Billing

Fees are payable at the time of consultation by cash, cheque or MasterCard, VISA, or EFTPOS. Rebates are available from Medicare and our reception staff will assist you in claiming your rebate. Our fee structure and billing policy is available from reception.

The GPs at this Practice Bulkbill children 12 years and under, and obstetric consultations.

Getting results of any tests or procedures

Your doctor will advise when they expect results to arrive at the practice. Please phone the surgery to find out your results and what they mean for your care.

Reminder System

Our practice is committed to preventative care. Our surgery will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let our staff know.

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Management of your Personal Health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the National Privacy Principles. A copy of our privacy policy is available from reception or on our website.

Smoking Policy

This practice has a no smoking policy.

Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or our Practice Manager. You may prefer to write to us at 48 – 50 Marsh Street, Stanthorpe, QLD 4380 or use our suggestion box. We take your concerns, suggestions, and complaints seriously.

If a problem arises that you wish to take up with an outside agency,

You may contact:

QLD HEALTH QUALITY AND COMPLAINTS COMMISSION

GPO BOX 3089

BRISBANE QLD 4001

Phone: 07 3120 5999

Fax : 07 3120 5998

Website: www.hqcc.qld.gov.au