# QUT Medical Centre

**Doctors at this practice choose NOT to prescribe drugs of addiction**

<table>
<thead>
<tr>
<th>Surgery Hours</th>
<th>Address &amp; Telephone Number</th>
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<tbody>
<tr>
<td>Monday, Thursday &amp; Friday</td>
<td>QUT Medical Centre</td>
</tr>
<tr>
<td>8.30am – 5.00pm</td>
<td>Level 4 – X Block</td>
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<tr>
<td>Tuesday &amp; Wednesday</td>
<td>Gardens Point Campus</td>
</tr>
<tr>
<td>(excluding Public Holidays)</td>
<td>2 George Street</td>
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<tr>
<td>8.30am – 7.00pm</td>
<td>Brisbane  Q  4000</td>
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<tr>
<td></td>
<td>Telephone:07  3138 2321  Fax:  07 3138 2788</td>
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<td></td>
<td>Email: <a href="mailto:healthservices@qut.edu.au">healthservices@qut.edu.au</a></td>
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<td></td>
<td>Web: <a href="http://www.medical-centre.qut.edu.au">http://www.medical-centre.qut.edu.au</a></td>
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## Our Philosophy:

To provide quality health and medical services, information and advice to QUT students and staff. Our aim is to give our clients a better understanding of all aspects of their health and wellbeing.

### Practice Manager
Leonie O'Keefe

### Doctors
- Dr Rhian Kenrick
- Dr Vic Sangapillai
- Dr Fai Cheung
- Dr Naomi Tan
- Dr Kathryn Panaretto

### Nurses
- Lyka Miguel
- Paula Pinkriangkrai
- Julian O'Malley
- Jack Turnbull

### Reception
- Marilyn Scott
- Michael Warby
- Anna Clarke

### Medical Services
- General Medicine
- Travel Health Advice
- Wound management
- Audiometry
- Sexual health and screening

### Other Services Offered
- Physiotherapy
- Psychologists
- Core Health Care 1300 012 273
- Sue Barnard and Chris Hepperlin

## Appointments:

Appointments are **essential**; Telephone or internet bookings. Walk in patients are Triaged by urgency of medical condition by the Campus Nurse.

If you require a longer consultation, please inform Reception Staff or indicate on your computer appointment (for eg; for procedures, a pre-employment medical, counselling or more than one medical issue), Booking the appropriate amount of time required, assists our Doctors to be punctual with their appointments. At times they may be delayed. Our Doctors are very thorough. We apologise for any inconvenience this may cause. If you are unable to keep your appointment, it is important that you cancel, at least two hours before. Please confirm your appointment via a text message, on the day before the scheduled appointment.

## Missed Appointments:

If you fail to attend **2 appointments or cancel within the two hours** of your appointment, policy states, you may not be offered any further, future appointments. You may attempt to make an appointment, **on the day only** appointments.

## Billing Arrangements:

QUT Medical Centres are bulk billing facilities for all QUT students. International students who are insured with OSHC – Allianz or MBP will be billed for their consultations directly to these insurers. However, International student's spouses and QUT Staff are required to pay a private fee, on the day of the consultation. If Medicare is in receipt of your bank details, we can lodge your claim on your behalf.

## Telephone Calls and Communication with Doctors:

The Doctors on Campus will speak only directly with you, on the telephone, with previous consent. You may leave a message with your contact details. It will be up to the discretion of the doctor, if they contact you by telephone or require a further appointment to discuss your medical issues. The campus nurse on duty can also discuss any medical issues you may have and/or assist with giving out reviewed results.

Correct as at 10 September 2019
Prescriptions and Specialist Referrals:
For continuity of care, prescriptions are required to be written with, a consultation, in an appointment.

A consultation appointment is required for all specialist referrals. This allows the doctor to provide the specialist with current details of your medical condition. A referral is a legal document. This document enables you to be reviewed by a specialist and also claim benefits from Medicare. You need to ensure, you obtain a referral prior to your specialist appointment. The Specialist requires up to date information. It is illegal to backdate referrals. It is also illegal to complete the documentation without having had a previous consultation with the patient by a General Practitioner.

Recall and Reminder System:
Reminders may be initiated by your doctor for Pap Smears, Follow ups, Tests for certain conditions, also for other defined situations as well as Pathology and Radiology. Please advise the QUT Medical Centre if you do not require or wish a reminder. Patients with abnormal results will be recalled by email or a phone call from the Nurse for follow up with the doctor. If contact is unable to be made from both email and phone call a letter will be sent to your home address. If it is urgent your next of kin or emergency contact will be called.

Telephone Interpreter Service (TIS):
This service may be accessed when language background is seen as a constraint to an effective patient-doctor relationship. Please advise reception when booking an appointment that an interpreter is required.

Management of your Personal Health Information:
Your medical record is a confidential document. It is policy of this practice to maintain security of personal health information at all times. We ensure that your information is only available to authorised members of staff. In accordance with the Privacy Act (1988) all information collected in this practice is treated as “sensitive information”. To protect your privacy, this practice operates in accordance with the Act.

Forwarding of Medical Records:
When you have completed your studies or are no longer eligible to attend the QUT Medical Centre, we are happy to forward your medical records to a GP of your choice outside of QUT; written permission is required for this to occur.

Home Visits:
Home visits are difficult to provide because of the wide area in which our patients live. These visits are at the discretion of our doctors. If it is not an emergency but could be serious call 13 HEALTH – 13 43 25 84, or 13 SICK – 13 74 25

After Hours and Emergency:
After hours service is provided by Brisbane After Hours Doctors (Bulk Billing) Telephone: 1300 466 337 – Home Doctor service
On Campus emergencies call Security: 3138 8888 or Off Campus Ambulance 000

Queensland Health now has a phone line 13 HEALTH (13 43 25 84) for all Queenslanders to help take the worry out of health concerns. You can phone 24 hours a day 7 days a week for the cost of a local call.* Qualified staff will give you advice on who to talk to and how quickly you should do it. The advice is confidential, qualified and supportive

Patient Feedback:
We welcome your feedback on any component of our service. Please direct any concerns you may have to Leonie O’Keefe, Manager 3138 6726 or l.okeefe@qut.edu.au
A Suggestion Box is provided for your convenience in the waiting room. If you wish to take the matter further and feel you need to discuss the matter outside the Medical Centre you may contact the Office of the Health Ombudsman.
Office of the Health Ombudsman
GPO Box 13281 George Street
Brisbane Qld 4003
Telephone: 133 646 Email: info@oho.qld.gov.au  www.oho.qld.gov.au