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

**Surgery Hours**

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, Wednesday &amp; Friday</td>
<td>8.30am – 5.00pm</td>
</tr>
<tr>
<td>Monday &amp; Thursday</td>
<td>8.30am - 6.00pm</td>
</tr>
</tbody>
</table>

*(excluding Public Holidays)*

**Address & Telephone Number**

QUT Medical Centre  
Kelvin Grove Campus  
Level 2 – 44 Musk Ave  
KELVIN GROVE 4059  
Telephone: 07 3138 3161  Fax: 07 3138 5477  
Email: healthservices@qut.edu.au  
Web: [http://www.medical-centre.qut.edu.au](http://www.medical-centre.qut.edu.au)

**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 Jim Freeman
- Dr Veronica Kennedy
- Dr Christine Oo
- Dr Jenny Schafer
- Dr Rohan Swaris
- Dr Jenny McGill
- Dr Kate Roe

**Nurses**

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

**Reception**

- Dianne Ponting
- Sue Melling

**Medical Services**

- General medicine
- Travel health advice
- Wound management
- Sexual health and screening
- Immunisations
- Minor surgery
- Emotional support

**Other Services Offered**

- Physiotherapy
- Psychologist
- Core Health Care 1300 012 273
- Nicole Lawrence

**Appointments:**

Appointments are essential; walk in patients with urgent medical problems will be prioritized by the Nurse. If you require a longer consultation please inform reception staff e.g. excisions, full medical, more than one problem or counselling. Due to the unpredictable nature of general practice consultations, the doctors will sometime run behind schedule. We apologise for any inconvenience this may cause. Be assured we will do everything we can to run appointments on time.

Confirmation of appointment is made via a text message on the day before the scheduled appointment.

**Missed Appointments:**

Due to high demands on our service if you make an appointment and fail to attend more than 2 appointments it is our policy that you may not be offered any further appointments. You may however attempt to make an appointment on the day only, if any are available.

**Billing Arrangements:**

This practice is a bulk billing facility 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. Staff claims may be lodged on your behalf, if Medicare has your bank account details.

Correct as at 10 September 2019
Telephone Calls and Communication with Doctors:
Contacting the doctor by phone you will be asked to leave your contact details and message, this will be given to your doctor. Alternatively you may speak to the campus nurse on duty.

Prescriptions and Specialist Referrals:
As we are committed to your care it is necessary for patients to make appointments in order to have prescriptions written, irrespective of whether the prescription is part of an ongoing treatment. A consultation is required for all specialist referrals. 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 your referral before your specialist appointment, as it is illegal to backdate referrals or to write one without having had a consultation with the patient.

Recall and Reminder System:
Reminders may be initiated by your doctor for Pap Smears, Cancer follow up, Blood Tests for certain conditions, and as advised for other defined situations. Please advise the Medical Centre if you do not require a reminder. Patients with abnormal results will be recalled by the Nurse for follow up with the doctor.

Telephone Interpreter Service (TIS):
This service may be accessed when language background is seen as a constraint to an effective patient-doctor relationship.

Management of your Personal Health Information can be found on the centres website.
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. 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 an emergency but could be serious call 13 HEALTH – 13 43 25 84

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

Correct as at 10 September 2019