

Proserpine Medical Centre

Address: 60 Main Street, Proserpine QLD 4800. **Phone:** 4945 1622 (All hours) **Fax:** 4945 2734
Website: www.proserpinemedicalcentre.com.au **Email:** reception@proserpinemedicalcentre.com.au



PMC
Proserpine Medical Centre

Dr. Paul Joice M.B.B.S B.H.A Dip. R.A.C.O.G F.R.A.C.G.P

Practice Hours (By Appointment)

Monday, Tuesday, Wednesday and Friday 8 am – 5 pm
Thursday Off

Dr Paul Joice

Has over thirty years of experience in rural medicine. He is a member of the Rural Doctors Association of QLD and a fellow of the Australian College of Rural and Remote Medicine. He has a diploma in Obstetrics and also practices acupuncture.

APPOINTMENTS

Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there are any unforeseen delays or your doctor has been called away. Longer consultation times are available, so please ask our receptionist if you require extra time. If you or a family member require the interpreter service, we can organize this for you, please let us know when you make the appointment. If more than one person from the same family wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member.

Walk-in appointments are at the discretion of the Practice Manager.

AFTER HOURS

Our practice provides 24-hour care for all patients. Please ring the normal surgery number (4945 1622) and your call will be put through to the doctor on call.

ETHICS

If there are any ethical issues, concerns and/or information required regarding patient care please contact the Practice Manager at the Practice. They will be more than willing to help you with any concerns you may have.

HOME VISITS & TELEPHONE ACCESS

Home visits are available for regular patients whose condition prevents them from attending the surgery. Doctors in the practice may be contacted during normal surgery hours. If the doctor is with a patient a message will be taken and you will be advised by the reception staff when it is likely that the doctor will return your call. Your call will always be put through to the doctor in an emergency.

SERVICES AVAILABLE

- Home Visits
- Family Planning
- Pregnancy Tests
- Hearing Tests
- Lung Function Testing
- Travel Medicine
- Industrial Medical Advice
- Nutritional Advice
- Aviation Medicals
- Checkups
- Pap Smears
- ECG – heart checks
- Counselling
- Pediatrics
- Minor Surgery
- Skin Checks
- Sports Medicine
- Acupuncture
- ATSI Care Plans / Health Assess
- Diabetes checks
- Chronic disease checks
- Liquid nitrogen freezing for sunspots and warts.
- Vaccinations

REMINDER SYSTEM

Our practice is committed to preventive care. We may issue 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 us know at reception.

FEES AND BILLING ARRANGEMENTS

- Fees are payable at the time of consultation by cash, cheque, or EFTPOS. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area of the surgery. If you have any difficulty paying your fees please discuss it with us.
- Aged Pension holders 70 years & over are bulk billed and pay no fee.
- Veterans may sign the service voucher.
- Receipts can be lodged online to Medicare by the receptionist to claim your rebate.
- There will be a fee for out-of-hours consultations depending on the time seen and we ask that this fee be paid at the time of consultation or within the next 24 hours.
- When making your appointment for a pap smear and first antenatal visit please be aware that the long consultation fee will be applied for this service.
- Excisions will incur a cost.
- Private specialist appointments may incur a fee. Please check with their receptionist about the costs that may be involved.

IMPROVEMENTS

- The Practice works towards improving your survey responses. Thank you.

PRIVACY

This practice is committed to maintaining the confidentiality 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. Our privacy policy is available on request, please see reception.

Patient health care records are maintained as per the Practice Privacy Policy and Government Legislative requirements. Please speak to the Practice Manager if you require further information.

YOUR RIGHTS

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or the practice manager. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions, and complaints seriously. However, if you wish to take this matter further and feel that you need to discuss the matter outside of the surgery there are several options available including contacting the:

Office of the Health Ombudsman
Phone: 133 OHO (133 646)

Website: www.oho.qld.gov.au

Mail: PO Box 13281

George Street, Brisbane QLD 4003

The Medical Registration Board

AMA or Health Rights Commission
288 Edward Street, Brisbane
Ph. 1800 077 308.

