



Queen Street Medical Centre

Level 6, 141 Queen St
Brisbane City QLD 4000

Ph: 07 3229 9355

Email: admin@queenstmed.com.au

PATIENT INFORMATION SHEET

Practice Opening Hours

Monday – Thursday 7.30am - 5.00pm

Friday 7.30am - 4.30pm

Our opening hours are dependent on our doctor's availability and therefore may differ occasionally when they are on leave.

For **after-hours** medical care, please phone 13SICK (13 74 25) to arrange a home visit from the National Home Doctor service, or 13HEALTH (13 43 25 84) for health advice from a registered nurse.

Practice Billing Policy

Patients are required to pay the consultation fee in full at the end of the appointment. Our fees are above the Medicare rebate amount, and you will incur an out-of-pocket expense. For your convenience, at the completion of your consultation, we can process your Medicare claim immediately into your savings or cheque account (via EFTPOS) or send it to Medicare to have the refund reimbursed into your nominated bank account.

If you have any questions about our fees, please ask our reception staff.

Our most common fees are (effective from 01/11/2023):

- Standard Consultation Fee (face to face or telehealth) – \$90 (Medicare rebate \$41.40); (Concession Fee – \$75)
- Long Consultation Fee (face to face) – \$160 (Medicare rebate \$80.10); (Concession Fee – \$130)
- Mental Health Care Plan – \$170 (Medicare rebate \$100.20)

Children who are Brisbane residents and under the age of 16 years will be bulk billed, excluding travel related consultations.

Requests for Repeat Prescriptions and Referrals

At times you may require a repeat prescription or referral and it may not warrant an appointment. If your request is for a regular medication or ongoing referral this may be able to be completed without an appointment if you have attended the Practice within the last 3 months. These requests will incur a fee of \$20 (prescription) or \$30 (referral).

Late cancellation, late attendance and non-attendance Fees

We ask that you provide us with at least 2 hours' notice if you cannot make your appointment. If you fail to attend your appointment without notice, there will be a \$40 fee. If less than 2 hours' notice is provided for a cancellation, you may incur a \$40 fee.

Doctors and Allied Health Professionals

For detailed information on the Health Professionals that consult at Queen St Medical Centre please [visit our website](#).

General Practitioners	Allied Health Practitioners
Dr Timothy Amos MBBS, FRACGP	Madeleine Baumgart – Dietitian
Dr Inga Atrens MBBS, FRACGP	Kerry Maloney – Psychologist
Dr Bahram Boghraty MBBS, FRACGP	Lina Karlsson – Clinical Psychologist
Dr Nicole Cattnach MBBS, FRACGP	
Dr Nicholas Cox BSc, MD	
Dr Bridget Malouf BParam, BMedSt, MD, DCH	
Dr Ria Warfe MBBS, FRACGP	
Dr Leisha Weissenberger MBBS, DRANZCOG, FRACGP	

Medical Services Provided

In addition to general medical consultations, our practice offers the following services:

- All immunisations as per the Australian Immunisation Handbook, including childhood immunisations
- Women’s Health (including Implanon and IUD insertion (Dr Ria Warfe & Dr Leisha Weissenberger))
- Iron Infusions
- Pre-pregnancy and antenatal care
- Men's Health
- LGBTQI+ Health
- Mental Health
- Sexual Health (including PrEP and S100 prescribing)
- Skin checks and minor skin surgery
- Travel Health and vaccinations including Yellow Fever vaccination

Communication Policy

If you need to get in contact with the Practice or your GP, our preferred mode of communication is via telephone. If this is not an option, you can email our reception team on admin@queenstmed.com.au. If you leave a message for your GP, you will generally get a phone call back from one of our nurses or receptionists in response to your query. Our GPs prefer patients to make an appointment to discuss in person any health-related matters or concerns. With telehealth now an option, this can be an efficient way to communicate and discuss your health with your GP without needing to physically attend in person.

Results Follow-Up

We will actively recall you – via your preferred communication method (SMS, phone call or email) – if you have any results or reports that require follow up. It is critical that we have your contact details correct and you have notified reception of the best way for us to get in contact should we need to. In some instances, you may receive a phone call from one of our Practice Nurses to relay a message from your GP regarding results and reports, alternatively you may receive an SMS advising you to

make a follow-up appointment or, no action needed. If you are concerned about the outcome of any results or reports and haven't heard from us, you can phone the Practice to confirm.

Management of Patient Health Information

The Practice complies with the 13 Australian Privacy Principles. Australian privacy law has strict rules about how a health service provider can collect, use and disclose your health information as per the [Office of the Australian Information Commission](#). If you would like more information, please visit our website or ask reception for a copy of our Privacy Policy. The Practice does participate in the collection of de-identified data which is provided to our district's Primary Health Network. You can elect to remove your individual data from the de-identified data collection by advising reception of your preference.

Feedback and Complaints

Feedback and suggestions for improvements are always welcome. Please send these to our Practice Manager via email manager@queenstmed.com.au or phone the Practice and ask to speak with the Practice Manager.

If you have a complaint, please either email or phone our Practice Manager, as per the above details. If you feel your complaint cannot be resolved through our complaints process, then you can lodge a formal complaint with the [Office of the Health Ombudsmen](#).