



## Welcome to Our Practice

This brochure provides important information about our policies, which are designed to ensure that our practice operates smoothly, allowing us to dedicate more time and resources to your health and well-being.

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## Fees

Our fees are in line with the Australian Medical Association (AMA) recommended rates, reflecting the true cost of providing high-quality healthcare. These fees enable us to support our doctors in delivering the care they are passionate about, which includes:

- Timely access to your preferred GP
- Sufficient time for appointments and follow-ups
- Preventative care and tailored health services
- Adequate staffing to meet patient needs
- Access to modern facilities and equipment

This approach helps us maintain the high standard of care our patients deserve.

### Common Fees:

- **Standard Consultation Fee** – \$108 (Medicare rebate: \$43.90)
  - **Long Consultation Fee** – \$198 (Medicare rebate: \$84.90)
  - **Mental Health Care Plan** – \$210 (Medicare rebate: \$106.20)
  - **Standard Telehealth Consultation Fee** – \$108 (Medicare rebate: \$43.90)
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## Booking Appointments

Booking your appointment is easy through our **Automed App** or via our website. The Automed App allows you to conveniently book, cancel, or reschedule your appointments with your GP.

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## Non-Attendance, Late Cancellations, and Late Arrivals

As our doctors' schedules are often fully booked, missed appointments impact other patients who may be on a waiting list. We understand that circumstances can change, and you may need to reschedule. To help us manage appointments efficiently, we ask that you provide **at least 2 hours' notice** if you need to cancel or reschedule.



Our SMS appointment reminders will inform you of our policy regarding non-attendance, late cancellations, and late arrivals. If you fail to provide adequate notice:

- **First occurrence:** You will receive a text or email notification advising that a “Did Not Attend” (DNA) fee will apply:
  - **\$50** for a standard appointment
  - **\$100** for a long appointment
  - You will be sent an invoice if we are unable to reach you by phone.
- **Subsequent occurrences:** You will be notified of the DNA fee again, and our Practice Manager may contact you to discuss your missed appointments.

If there are extenuating circumstances that caused your non-attendance, please contact our Practice Manager at [manager@queenstmed.com.au](mailto:manager@queenstmed.com.au). Your individual situation will be reviewed with your regular GP.

#### **Late Arrivals:**

If you arrive late for your appointment, your GP may not be able to see you. If they are able to see you, the consultation will be limited to the time remaining for your appointment. For example, if you are scheduled for a 15-minute appointment at 10:00 am and arrive at 10:05 am, your GP may only be able to see you until 10:15 am. If you arrive too late to be seen, the above fees will apply.

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## **Results Policy**

Once your test results have been reviewed by your doctor, you will receive a text message indicating whether a follow-up appointment is required, or if no further action is necessary. If you have additional questions or symptoms, please book an appointment to discuss your results.

## **Repeat Prescriptions and Referrals**

If you have visited our practice within the past 3 months, you can request a repeat prescription for regular medications (up to 2 scripts) and/or an ongoing referral previously provided by your doctor. To arrange this, please contact reception at **3229 9355**. A \$20 fee will apply for this service.

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## **Feedback and Complaints**

We value your feedback and encourage you to share any suggestions or comments for improvement. Please send your feedback to our Practice Manager at [manager@queenstmed.com.au](mailto:manager@queenstmed.com.au), or call the practice and ask to speak with the Practice Manager.



If you wish to make a complaint, please contact the Practice Manager using the details above, or the Health Ombudsman details below.

Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Phone: 133646

PO Box 13281,

George St, Brisbane 4001