

## Practice Hours

**Monday – Thursday** 7:30am – 5:00pm

**Friday** 7:30am – 3pm

## Telephone Calls

Our doctors will take telephone calls relating to you and your family's health. If the matter is not urgent they may need to return your call when practically possible. Please leave any details you can with the receptionist, including where and when you can be contacted. It is preferable to obtain results with an appointment. At times where it is appropriate to give results over the phone, we will do our best to ensure confidentiality.

## Email

Our email address can be used to send through simple and administrative communications to doctors and staff. Please note this should not be used for urgent medical problems or to obtain health advice as it is not monitored continually throughout the day. Please ask for a copy of our email policy if you wish to communicate this way. All emails received will be read and triaged by practice staff before being passed on to the addressee, and then stored in patient record. While we make every effort to keep your information secure, electronic communication can potentially be compromised and accessed by persons outside our practice, so this is done at your own risk.

## Your privacy

Maintaining your confidentiality is of utmost importance to us. A copy of our privacy policy is available at reception.

## Welcome

Thank you for choosing to attend Rosalie Milton Clinic. It is our aim to provide comprehensive and continuing care to you and your family in a comfortable and caring environment.

## Your Suggestions

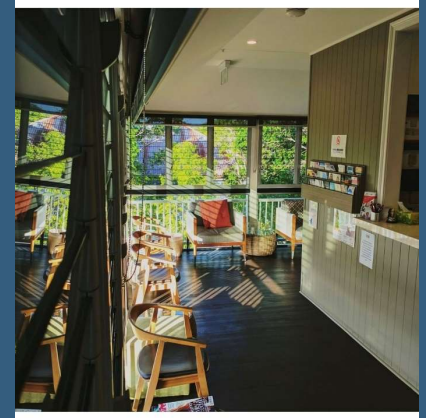
We are interested in any ideas you may have to help us improve our services. Please leave your suggestions at reception. Forms are available on request. If you feel you have an issue to discuss or need to make a complaint, please ask to speak to the Practice Manager or managing doctor. If you would like to discuss an issue outside the practice, you may prefer to contact the Health Ombudsman on 133 646 or visit their website:

<https://www.oho.qld.gov.au/contact-us>

## Fees

Payment is made at the time of the consultation. Tests and procedures performed by the doctor are additional. A list of the more commonly charged fees is available from reception. We are able to process your Medicare Rebate online once payment is made.

# Rosalie Milton Clinic



104A Haig Road

Auchenflower Q 4066

[www.rosaliemiltonclinic.com.au](http://www.rosaliemiltonclinic.com.au)

Ph: 07 3369 5433

Fax: 07 3369 5005

Email: [reception@rosaliemc.com.au](mailto:reception@rosaliemc.com.au)

## Making an Appointment

Consultations are by appointment only. We appreciate your time and we aim to see you promptly. To assist us in keeping time, please advise us if you need to bring another family member to an appointment or if you feel a longer appointment is required. Some health checks, mental health consultations and Care Plans may require a longer consult.

You can book an appointment online as well as calling the clinic. Simply visit our website, click on the link and follow the prompts via HotDoc. Please note the options for different kinds and lengths of appointments. If you present without a booking, we will do our best to provide a timely appointment however this may not be with the doctor of your choice.

## Appointment Reminders

Appointments may be confirmed by SMS one day in advance. If you do not want to be contacted via SMS, please advise our reception staff.

If you are unable to attend your appointment we would appreciate 24 hours notice so your time can be allocated to another patient. Repeated non-attendances and cancellations as short notice may incur a cancellation fee at the discretion of the doctor.

## The Doctors

**Dr Philip Manfield** – MBBS, FRACGP, Specialist GP

**Dr Katherine Dent** – MBBS, FRACGP, ADD, ARSCSA, Certificate in Travel Medicine, Specialist GP

**Dr Theresa Denham** – MBBS, FRACGP, Specialist GP

**Dr Andrea Henderson** – MBBS, FRACGP, BSpPath(hons), Specialist GP

## Emergencies

If you have an urgent medical problem, please ring the clinic immediately and a staff member will triage your call. In an emergency, please consider calling 000 first or present to your nearest Emergency Department.

## Home Visits

Home visits are performed at the discretion of your doctor. Please call the clinic to discuss this further.

## After Hours

Dr Manfield's patient can contact his after hours number on 0412 787 561 for urgent medical matters.

All other after hours care, please call 13 SICK (13 74 25) or the House Call Doctor on 13 55 66.

## Repeat Scripts and Referrals

Repeat prescriptions and referrals without an appointment will incur a \$25 fee. This fee is payable upon request or collection. Only available at discretion of regular GP.

## Recall System

We run a reminder service using HotDoc for follow up appointments and preventative health care, such as cervical screening and vaccinations. If you do not wish to receive these reminders, please let your doctor know. This practice participates in government recall systems such as National Cancer Screening Register.