



# CLINIC INFORMATION

Medici Medical Centre  
Suites 7&8, 15 Scott Street, East Toowoomba Q 4350  
Phone: 07 4633 9000 Fax: 07 46329599  
Email: [info@curzonmedical.com.au](mailto:info@curzonmedical.com.au)  
Website: [www.gpsoncurzon.com.au](http://www.gpsoncurzon.com.au)



## OPEN 6 DAYS

<b>Monday</b>	<b>8.00am to 5.00pm</b>
<b>Tuesday</b>	<b>8.00am to 5.00pm</b>
<b>Wednesday</b>	<b>8.00am to 5.00 pm</b>
<b>Thursday</b>	<b>8.00am to 8.00pm</b>
<b>Friday</b>	<b>8.00am to 5.00pm</b>
<b>Saturday</b>	<b>8.00am to 11.30am</b>

**GPs on Curzon**  
**Medici Centre, Suites 7**  
**15 Scott Street, East Toowoomba Q 4350**

**WELCOME**

GPs on Curzon is a General family practice in the Medici Medical Centre on Curzon Street, East Toowoomba. The General Practitioners at GPs on Curzon offer a personalised and professional approach to your health needs.

The GPs on Curzon support team consists of friendly and skilled medical receptionists and Registered Nurses working together with your GP to achieve high quality individualised care.

**Doctors**

<b>Dr Rachael Gray</b> <b>Practice Principal</b>	Dr Grays main interest areas are Women's Health, Travel Medicine including Yellow Fever and Chronic Disease Management.
<b>Dr Diana Sampson</b> <b>Practice Principal</b>	Dr Sampson enjoys all aspects of general practice including chronic disease management, diabetes, asthma, cardiovascular risk assessment, women's health, menopause, osteoporosis, family planning, contraception, skin cancer management, preventive health care and vaccination advice including Q Fever.
<b>Dr Jessica Madsen</b> <b>Practice Principal</b>	Dr Madsen is interested in preventative healthcare and chronic disease care. She strives to consider the relationship between physical, psychological, emotional and social aspects of health for all of her patients. She is an LGBTQIA+ ally. Travel Medicine including Yellow Fever.
<b>Dr Scott Peters</b> <b>Independent Contractor</b>	Dr Peter's is our Skin Doctor. He has a particular interest in skin cancer management, including skin checks and minor procedures

<b>Dr Aaron Coutts Independent Contractor</b>	Dr Coutts areas of interest include Men's Health, Mental Health, Chronic Disease Management and Paediatric care.
<b>Dr Emily Geraghty Independent Contractor</b>	Dr Geraghty enjoys all aspects of general practice, and holds a Graduate Diploma in Genetic Counselling, a Family Planning and Sexual Health Certificate, and is a registered Hepatitis B and HIV prescriber. She has an interest in men's issues after spending several years in the Australian Army. Dr Geraghty also has a special interest in HIV medicine and HIV prescribing.
<b>Dr Peta Carriline Independent Contractor</b>	Dr Carriline has special interest in Women's health through the ages (contraception, pregnancy planning and antenatal care, menopause), as well as chronic disease management and preventative health care.
<b>Dr Annabelle Franklin Independent Contractor</b>	Dr Franklin enjoys all aspects of General Practice but has special interests in women's health, dermatology and minor skin procedures.
<b>Dr Bridget Steer Independent Contractor</b>	Dr Steer has additional training in Adolescent Health and is skilled in Women's Health procedures such IUD/Mirena insertions as well as Implanon insertion and removal.
<b>Dr Laetitia Botha Independent Contractor</b>	Dr Botha special interests include skin cancer checks and excisions. Women's, children and family health.
<b>Dr Eleni Harman Independent Contractor</b>	Dr Harman special interests include women's and children's health as well as chronic disease management, though she enjoys all aspects of General Practice
<b>Dr Hannah Windle Registrar</b>	Dr Windle has a particular interest in women's health, including the insertion of Mirenas and Implanon contraceptive devices and family planning, children's health and chronic disease.
<b>Dr Annie-Kate Van Independent Contractor</b>	Dr Vann is interested in women's health, children's health, family planning and chronic disease management
<b>Dr Sharmin Akter Registrar</b>	Dr Akter has special interest in children's, women's health and chronic disease. Offering Iron infusions.

## **APPOINTMENTS**

A standard consultation is approximately 10 minutes in duration. If you require a longer consultation, please notify reception when booking. We understand your time is valuable, and every effort is made to keep appointment times, however patient medical needs can be unpredictable. Please accept our apologies in advance, should you experience an extended waiting period.

We offer face to face consults, phone and telehealth consults. If booking for 2 or more issues, a skin check, mental health plan or more complex needs, please ensure you book a long appointment up to 20 minutes. All new patients require a long appointment on first visit.

For Care Plans, Diabetic Reviews, Health Assessments, Drivers Licence Medicals you will require a long appointment with our Nurses and your Doctor. Please book these through calling Reception.

We have a number of emergency on-the-day appointments and these are available to book from 8.00am each morning for existing patients. These appointments are allocated on first-in, first-served basis. We endeavour to accommodate our existing patients that experience an emergency throughout the day using our Triage Policy.

## **PRACTICE OPENING HOURS**

### **OPEN 6 DAYS**

Monday	8.00am to 5.00pm
Tuesday	8.00am to 5.00pm
Wednesday	8.00am to 5.00 pm
Thursday	8.00am to 8.00pm
Friday	8.00am to 5.00pm
Saturday	8.00am to 11.30am
Sunday & Public Holidays	closed

ONLINE BOOKINGS available 24/7. Visit our website [www.gpsoncurzon.com.au](http://www.gpsoncurzon.com.au) and click on GREEN Button at top right of page to choose your Doctor and time.

### **EMERGENCY MEDICAL ATTENTION:**

If you require urgent medical attention, please dial 000

### **AFTER HOURS MEDICAL ATTENTION:**

National Home Doctor Service: 137425

Toowoomba Base Hospital Emergency, 154 Pechey St, St Toowoomba – 4616 6000

St Vincent's Emergency, Enter via 6 Herries St, East Toowoomba – 4690 4444 (fees apply)

## FEES

GPs on Curzon is a fully accredited private billing clinic. However, every effort is made to keep fees modest but in keeping with high-quality service. Fees are to be paid on the day of consultation. For phone consults these can be made by calling our Reception staff are paying over the phone.

Regular Consult face to face or telehealth	-	\$87
Long Appointment	-	\$147

Medicare rebates are done whilst you are here through our TYRO machines, or can be lodged with Medicare is you have your bank account details registered with them for rebate to be paid to your account.

A Surcharge will apply for using our eftpos/tyro machine. Information available at Reception.

Late Payment fees apply for accounts not paid by end of week of \$27.50. After 2 weeks late fee of \$55.00 applies, after 30 days a fee of \$122.50 applies. Late fees are non-rebatable. No further appointments can be booked until outstanding accounts are paid.

DNA (did not attend fee) of \$87 will apply for non attendance at appointment. Late Cancellation fee of \$87 will apply if appointment cancelled under the 6 hour timeframe for current patients, or 24hours for new patients.

New Patients are required to pay a \$50 booking fee at time of making your appointment. This \$50 will form part of your payment for your first visit. All new patients require a long appointment at \$147.

GPS on Curzon offer the convenience of after hour appointments on Thursday evenings from 5 – 8pm and Saturday mornings 8.30 – 11.30 am. These highly sought after appointments attract a \$10 Surcharge.

Note: Medicare sets the eligible rebates and only rebate for up to 10 minutes at \$41.20 for a phone Consult.

Payment is expected at time of Consultation. We accept Cash, EFTPOS, Mastercard, Visa and Cheque

Individual doctors may choose to vary the amount charged.

If you require longer than a standard consultation, please advise the reception staff when booking your next appointment.

## **SERVICES**

- Women's Health, including contraception. Mirena, Implanon, Cervical Screening, health checks. Pre-natal and Post-natal. Menopause and much more.
- Children's Health, including new baby checks. Children's health checks and immunisations.
- Men's health including health checks
- Mental Health including mental health plans for referrals to psychologists.
- Skin Checks and Minor Procedures
- Health Assessments for over 75's, 40-45, 45-49 years
- Chronic Disease Management, care planning and epc referrals
- Venesections
- Iron Infusions
- Drivers Medicals, including Commercial, Over 75's and Medically required
- Pre-employment medicals
- Travel Clinic – including Yellow Fever, Q Fever, Typhoid etc.
- Wound Care
- Workcover
- Covid & Flu vaccinations

## **REMINDER SYSTEM**

We are committed to preventative care. We may issue reminder notices via SMS, Email or Post offering you preventative health services appropriate for your care. If you do not want to be part of this services, please let us know.

## **TEST RESULTS**

Test results are not given out over the phone by our Administration or Nursing Team. Results are given by our Doctors only. We understand that receiving tests results is an important part of your treatment. We use a recall system SMS to contact patient for recall of results. Our policy is that a patient is required to book an appointment either face to face or via phone with his/her Doctor to receive and discuss results.

It is important if your Doctor has ordered a test for you, to make an appointment so that your results can be given to you. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your Doctor to communicate them to another person on your behalf. In the case of urgent results, the patient will be contacted by phone.

## **COMMUNICATION CONTACT WITH DOCTORS**

Each Doctor has his/her own preference for accepting and returning calls. In most cases, a message will be sent to the Doctor for their attention. For scripts, results or referrals an appointment needs to be made for these to be attended to.

Emails will be saved into your medical records for Doctors to review. No appointments can be booked via email.

## **PRIVACY/MANAGEMENT OF PERSONAL HEALTH INFORMATION**

Your medical record is a confidential document, our policy is to ensure the security of your personal health information and is only available to authorised members of staff. A copy of our privacy policy is available on request.

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 strictly in accordance with the ACT.

We use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management for example pathology and imaging providers.

## **FEEDBACK**

We respect your right to have a constructive, accessible and confidential means for providing positive or negative feedback of our services, and for having these comments or complaints dealt with in a fair and efficient way.

Any concerns can be brought to the attention of the Practice Manager, your GP or the Practice Principal doctors.

Written feedback and/or complaints may be placed in our suggestion box at reception or can be given to any staff member. Feedback forms are available at Reception. We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification. These are matters we may be able to attend to or resolve immediately.

We welcome feedback and suggestions and take all complaints seriously. We use this feedback as part of our internal process to improve or consolidate the services provided by this Practice. We will respond verbally or in writing depending on each circumstance.

If you wish to take the matter further and feel you would like to discuss the issue with someone outside of the clinic, please contact the Office of the Health Ombudsman on 133646 or online through [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

GPs on Curzon has a Data Breach Policy and follow guidelines set by the Office of the Australian Information Commissioner. Further information on this can be found by visiting [www.oaic.gov.au](http://www.oaic.gov.au).

## **INFORMED PATIENT DECISIONS**

It is the policy of this practice that patients are informed of the purpose, benefit, risks and costs of proposed treatment or investigations. Patients will receive sufficient information to allow them to make informed decision about their care.

## **RENEWING PRESCRIPTIONS**

Please ensure you plan and book ahead with your regular Doctor for script repeats, as an appointment is required to receive these. Appointments can be in person or via telehealth. EScripts can now be dispensed where Doctor will send a barcode to your smartphone for you to present to Pharmacy for dispensing.

## **PRESCRIBING DRUGS OF ADDICTION**

It is a Policy of GPs on Curzon that new patients will not be prescribed drugs of dependence at the first visit.

We follow guidelines and seek approval from the Monitored Medicines Unit (MMU) prior to prescribing any S8 medicines, any benzodiazepines, any codeine containing products, quetiapine, tramadol, zolpidem or zopiclone.

## **REFERRALS**

If you require a referral to a specialist, allied health, pathology or imaging you will need to make an appointment with your Doctor to discuss this. Our practice has a policy on referral documents and ensures the referral contains sufficient information to facilitate optimal care and are transmitted securely for patient confidentiality.

## **ZERO TOLERANCE POLICY**

GPs on Curzon has a Zero Tolerance Policy. All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying etc is not tolerated and may result in a ban from the practice. In the event of threats or violence the police will be called.

## **NO SMOKING POLICY**

GPs on Curzon is a smoke/tobacco/vape free in all areas. Please extinguish all smoking products before entering the premises. Your Doctor will be happy to discuss smoking cessation programs with you.

## **COMMUNICATIONS SERVICES & SPECIAL NEEDS**

GPs on Curzon provide translator services for our patient's. The clinic can arrange free telephone or in person interpreters through the Translating and Interpretive Service and for Immigration Visas through Hello Co Easyspeak.

The National Relay Service is also available for people who are deaf or having a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

For those with a walking impairment or wheelchair bound there is easy access from the front carpark or via lifts from underground paid carpark. Assistance with wheelchair from our staff is available on request.