

Recall System

You may be required to **return** to see the Doctor. Please ensure all contact details are up to date with reception staff to ensure we can contact you when necessary. From time to time you may receive a recall notice from one of our nurses offering you further health services. Please advise staff if you do not want to partake in this system.

Interpreter Service

We are able to provide health services to our multicultural community. The Telstra Translating Service (TIS) operates 24 hours a day. The number is 1300 131 450. For the deaf or hard of hearing, please phone 1800 246 945.

Management of your Health

The privacy and confidentiality of your medical information is very important to you and us. See our website or a team member about our privacy policy

Your information will only be released with your signed consent. Please speak with a

Patient Feedback

Our Medical team are constantly striving to provide you with the best possible service, we do appreciate your feedback. If you would like to provide this feedback in writing, please let one of the reception staff know, and we will be more than happy to provide you with a feedback form.

If problems to arise, we will endeavor to solve these problems in house and promptly. If however you feel you would like to take an issue further please contact either the Health Care Complaints Commission, the AMA or the Medical Registration Board.

Surgery News

August 2022

- It's flu vaccination time, We are currently offering free flu vaccinations to everyone who is eligible. Ask us today.
- We offer pelvic floor rehabilitation and have a high success rate with our treatment chair.
- Our dedicated nursing staff offer Care Planning, see the team at Reception to make a booking.
- Our two new Doctors are available for consultations 5 days a week.
- August is Immunisation Awareness month. There are some conversation starters around the Centre - have a chat to your Doctor if you see something on the posters which catches your interest. This months focus is on immunisation and vaccines awareness..



Yeppoon Medical Centre

Address: 19 Hill St

Yeppoon QLD 4703

Telephone: (07) 4939 4355

Fax: (07) 4939 36 37

Email Address: admin@ymc.net.au

Appointments available

between 8.30 am & 5.30pm

Monday to Friday

Surgery open for emergencies

Saturday mornings

between

8.30 am - 11.30 am

Disabled Access & Facilities

Doctors

- Dr John O Lloyd
- Dr Heinrich Van Wyk
- Dr Mark Brown
- Dr Sivathshankuar (Siv) Varartharajah
- Dr Jonathon Davies
- Dr Amila Jayasinghe
- Dr Negin Jabbarpour Azari

Practice Nurses

Angela (RN), Indy (EEN), Brenda (EEN),
Steff (EN), Fran (EEN), Kate and Leslie—
Medical Assistants

Practice Manager

Susie Lloyd

Reception Staff

Susie, Emma, Bec, Jazz, Linda, Leigh,
Natalie

Services Provided

- Skin checks
- Minor surgery, excisions, skin grafts & flaps
- Medical examinations incl pre-employment
- Spirometry
- Audiometry
- Vaccinations
- Care Planning (incl. diabetic, asthma)
- Heart checks & ECG
- Mental Health
- General medicine
- Men's health
- Women's health
- Children's health
- Traction unit
- Muscular skeletal mgt.
- Laser treatment
- Pelvic floor rehab
- Beauty & cosmetic treatments
- Hypnosis
- Acupuncture
- Travel vaccinations

Appointments

Appointments are available from 8.30 am - 5.30 pm. Please advise reception staff if you require longer than the scheduled 15 minute appointment. For cancellations, please notify the reception staff.

After Hours Care & Home Visits

We are unable to offer after hours care.

Please call;

- Yeppoon Hospital on 4913 3000
- Rockhampton Hospital 4920 6211

Nursing home visits are available for patients in the local area at the discretion of the Doctor.

Test Results

Please call the Centre to find out if your test results are back. We cannot tell you what your test results are. A member of the team will call you and advise if the Doctor wishes to discuss your results during a further consultation.

Fees & Billing—All hours

Patients with concession cards and children under 16 years will be bulk billed. All other payment are required at time of consultation. On Saturdays **full fees** will now be charged regardless of concessional status. Unfortunately rising wage costs mean we can no longer support bulk billing on Saturdays.

Travel Medicine

Advise on all international travel and Vaccines are available.
We have Q Fever and Yellow Fever vaccines.

Availability of Doctors by phone

Our team of Doctors are available for phone consultations where patients are displaying symptoms of cold and flu and should not present to the Centre. All other consultations are in person visits.

Thank you

Repeat Prescriptions

It is your responsibility to ensure your scripts do not run out. A Doctor consultation is required for a prescription. No schedule 8 drugs are prescribed on a first consultation and our Doctors are unable to issue repeats on some types of medication.

Hospitalisation

Should your Doctor feel it necessary for you to be transferred to the hospital, your Doctor will make the necessary arrangements for either public or private admission.