

HOW TO MAKE APPOINTMENTS

There are multiple different ways to make appointments.

- **Online via HotDoc** - this can be accessed on the practice website or through the HotDoc app. Following the steps that the app offers will lead you to book an appointment with which ever GP you select. Notifications or adjustments are communicated via email or reception depending on requirements.
- **On the phone** - Our reception staff will be more than happy to assist in booking the required appointment.
- **In person** - This can be done by presenting to our front reception desk and speaking to the staff who will be able to book you for a time that is mutually convenient.
- **Recurring appointments** - if you require recurring appointments with a regular GP, it is beneficial for you to book them ahead of time to ensure you are booked with the correct GP. This ensures that regular treatment, medications and reviews are kept on schedule. Reminders

** Specialised appointments such as Care plans are booked by our Nursing staff.*

APPOINTMENT CONFIRMATIONS

Patients will receive an automatic reminder of their appointment time 24hrs prior to the booked appointment. The reminder offers patients the opportunity to reply via SMS. If the patient is unable to do so they should call the practice, and the reception staff will confirm it.

NO SHOWS

As per our practice policy – patients who fail to attend/and or failed to give the practice 30 mins notice before cancellation of an appointment will be considered as a No Show. These patients will receive a letter from the GP they were booked with. After the first letter is sent and the patient fails to attend again; they may be sent a letter informing them that they are to pay a \$55 no show fee before any further appointments can be made.

APPOINTMENT LENGTH GUIDE

STANDARD

1-2 simple issues
Dressings
Results
Repeat prescriptions
Referrals

LONG

2 or more complex issues
If you feel you need more time with a doctor

COSTS AND FEES

Our practice is a mixed billing practice. In most circumstances, patients holding concession cards, health care cards and pension cards, are bulk billed. However, there are circumstances that will arise that a fee will be required.

Fees are dependent on the type of appointment. Specialised appointments, e.g. excisions, will have different pricing which should be discussed with the GP beforehand.

IN PERSON

Consult type	Fee	Gap	Medicare expected
short	\$ 70.00	\$ 49.45	\$ 20.55
standard	\$ 102.00	\$ 56.95	\$ 45.05
long	\$ 179.00	\$ 91.90	\$ 87.10

TELEHEALTH

Consult type	Fee	Gap	Medicare expected
less than 6 min	\$ 70.00	\$ 49.45	\$ 20.55
more than 6 min	\$ 102.00	\$ 56.95	\$ 45.05
My Medicare patients 20 min or more	\$ 179.00	\$ 91.90	\$ 87.10



Practice Information Brochure

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HOW WE COMMUNICATE WITH PATIENTS

Any enquiries that are received by the practice staff are dealt with as soon as possible. If it is something that the staff member approached is unable to answer they will seek the information required from an appropriate team member. Most simple enquiries are dealt with straight away but if it needs the attention of a nurse or Doctor it may not be within that same day. If the staff are unable to complete the request within that usual timeframe, they will let you know and a possible time frame for an answer.

All **electronic communication** requires the practice to have the patients consent to proceed. Email consent needs to be signed and recorded on the patients file for staff to be able to utilise that communication method. Without consent, staff are unable to initiate communication or supply patient with information by electronic means.

IMPORTANCE OF CORRECT DETAILS

- Patient details are manually updated annually. This ensures that patient details stay current in our system.
- Correct patient details ensure that the practice can efficiently contact patients.
- It also enables accurate identification when mandatory 3 point ID checks are done at each attendance.

HOW TO PROVIDE FEEDBACK

The practice participates in an anonymous survey every three years. This provides patients with the opportunity to voice their views.

- Via our patient feedback box located in the practice waiting room. Patients are welcome to utilise the box for any suggestions they wish to make anonymous.
- One of our practice managers or friendly staff will be more than happy to receive your feedback and address it accordingly.
- Management is more than happy to review feedback in writing to the practice.

PROCESS OF THE FOLLOW UP OF RESULTS

Follow up appointments do require follow a consultation with the doctor. When a doctor indicates they need to see a patient the recall process will be activated.

ROUTINE FOLLOW UP APPOINTMENTS

- Routine recalls are conducted through our HotDoc system.
- The patient maybe contacted via an SMS, Letter or a Phone call.

URGENT RECALLS

Urgent recalls are actioned by the reception staff and multiple attempts will be made to contact the patient to get them seen within the timeframe indicated by the doctor.

COST

Recall appointments still incur a cost. This may be done at a reduced rate (this is at the doctor's discretion).

REMINDERS

- Reminders for routine clinical appointments e.g. injections and Care Plan's will be via SMS two weeks before the due date.
- In the event that the recall is not actioned from the SMS (no appointment is made) the patient will receive a letter to book a follow-up appointment.

PRESCRIPTIONS

Prescriptions of any type require doctor time – there is no such thing as a quick request or a quick script. We take patient safety seriously and the doctors require time to review and approve any prescriptions. As a result, patients require face-to-face/telephone consultations or to submit a request via HotDoc "Quick Consults". Fees may apply to any form of consultation or request.

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APPOINTMENT TYPES

GP APPOINTMENTS

Brief appointments, standard appointments, Long and extended appointments.

SPECIALISED APPOINTMENTS

A specialised appointment can range in time depending on the type needed:

- Health assessments are booked with either a nurse or nursing assistant and can take up to 45 min. After these appointments patients see their regular GP to finalise.
- Driver's license medicals need to be booked with the patients treating GP. If the patient is over the age of 75, they may require a booking for a health assessment with the Nurses beforehand to make the appointment more efficient
- Care plans are booked with your regular GP.

INJECTIONS AND IMMUNISATIONS

- Injections and immunisations need to be booked in tandem with the Doctor and Nursing staff.
- In case of delay a doctor needs to have seen the patient within 1 week before the injection is administered.

TELEHEALTH (phone calls and video calls)

In accordance with Medicare regulations telephone consults can only be offered to patients that meet the requirements.

- Phone consults cannot be offered to new patients that have not attended the practice before.
- Phone consults cannot be offered when the patient has not attended the past 12 months.
- If a patient is positive for an infectious condition, e.g. Influenza, Covid and or RSV they may be offered a triage phone consult by a doctor.
- Phone consults are at the Doctors discretion.

PRIVACY POLICY

The reception staff will be able to present you with a hard copy of the privacy policy upon request. A digital copy is available online via the practice website.