

PATIENT INFORMATION SHEET
BOOVAL MEDICAL CENTRE
123 BRISBANE ROAD BOOVAL 4304 Phone : 3281 1177

Medical Practice : The Booval Medical Centre is a solo general medical practice. Dr Thomas McEniery is a Vocationally Registered General Practitioner. He commenced practice here in 1983.

Office Hours: Monday to Friday : 8am - 5pm Saturday : 8am - 11.00am

Appointments: Consultations are by appointment. Please phone 3281 1177 for an appointment. Urgent medical problems will be given priority. Longer consultations are available. Please ask the receptionist if you require extra time. Special arrangements are available for employment medicals and excision of skin lesions. If any of these services is required, please advise the receptionist when making the appointment.

After Hours Consultations: For urgent medical attention, the doctor can be contacted by phoning 0410 659 177. If Dr McEniery is not available please contact the Ipswich GP After Hours Clinic located near the Chelmsford Road entrance of Ipswich Hospital by phoning 3812 9200 or St Andrew's Hospital by phoning 3816 9999.

Telephone Availability: If you wish to speak to the doctor by phone, the receptionist will usually take a message, and your call will be returned as soon as the doctor is available. The doctor will answer any urgent medical enquiries.

Medical Services: Most general practice services are provided. Home visits are made when necessary to patients who are unable to attend the surgery. Hospital and Nursing Home visits are also provided.

Fees and Billing Arrangements: The standard consultation fee is \$46-00. Payment by cash or eftpos is required. A Medicare rebate of \$35-60 can be claimed from Medicare or by using HIC Online claiming from this practice. Bank details are required for HIC Online claiming. Pensioners, Health Care Card Holders and Children under 16 years are bulk-billed. The fee for a long consultation (longer than 20 minutes) is \$80-00. After hours services are not bulk-billed. Please ask the receptionist for any information about fees. The fee for repeat prescriptions is \$3-00.

Reminder Systems : The practice operates a recall system for preventative health care services. If you do not wish to be involved in this system, please advise the doctor.

Management of your personal health information : All medical records are confidential documents which are maintained in a secure manner at all times. Test results may be obtained by phoning the surgery, unless the doctor has previously advised a consultation for review.

Your Rights : The practice has a suggestion box. We welcome your advice, suggestions and criticism. If there are more serious complaints, it is preferable to write to the doctor outlining the problem. If there is a need to make a formal complaint, please contact the Health Quality and Complaints Commission. Phone 1800 077 308