

While we endeavour to keep to schedule, please understand that there are times when we are exceptionally busy, or dealing with emergencies. We appreciate your understanding at these times. Walk-ins are only dependent upon availability. It is best to make an appointment in advance to ensure your preferred doctor and time can be provided to you. We now have a number of experienced doctors and other health professionals working at Rose City Medical. If your regular doctor is not available, please consider to see one of their colleagues, reducing the risk of a delay in appropriate care and management.

Fees and billing Rose City Medical is a BULK BILLING practice for general medical and routine consultations. Fees may apply depending on the service or procedure. All patients will be notified of any extra costs prior to their consultation. A list of an extra costs is available at reception. Payment at the time of consultation is required. For your convenience there is EFTPOS facilities on site for payment and medicare reimbursement if required.

After hours Rose City Medical understands that there is a need for prompt after-hours medical assistance. Please call "000" in emergencies or call . Should you need to access this service then a copy of the consultation notes will be conveyed back to us to ensure continuity of care.

Home visits - We are best equipped to offer optimal assessment and care here at the surgery, so we suggest every effort be made to attend the surgery for an appointment. The Doctor will however provide a Home Visit if the circumstances warrant this and a time will be allocated with yourself and the GP.

Care planning and health assessment Some patients with chronic, complex health conditions and those with mental health issues may be eligible for Care Planning to be organised.

Here at Rose City Medical we are pro-active in your health. At certain stages of our life we should begin to have Health Assessment. The Health Assessments we encourage are : 4 year old health check, People aged between 45-49 and those young and active 75 year and over. If you believe you may be eligible or require one of these assessments, please discuss it with your doctor at your next visit. If you are wishing to have an assessment performed please notify reception as these are longer appointments and require a longer appointment, Please note that Medicare guidelines mean that not all patients are eligible for care planning and that there may be an out-of-pocket cost (not covered by Medicare) to you if referred to an Allied Health Provider.

Repeat prescriptions Most prescriptions provide enough medication (repeats included) to last until the condition needs to be reviewed. PBS prescriptions can only be written to last a maximum of six months (one month + five repeats). For your safety and in order to adhere to prescribing guidelines, we strongly encourage you to plan ahead and to make an appointment to see a doctor to have your condition reviewed and repeat prescriptions written. The Doctors at Doctors on Brunswick DO NOT supply any Narcotics/Benzo prescription drugs.

Referrals and medical certificates Referrals to specialists, pathology and radiology testing etc require an appointment.

You must make an appointment to see a doctor for a medical certificate. This includes Centrelink and WorkCover certificates. "Back-dating" of medical certificates and referrals is not possible under any circumstances.

Reminder system We offer a computerised recall system by which we can notify patients when immunisations, pap smears, blood tests, health checks and other activities are due. If you wish to be included on our recall system, please advise your doctor or nurse. Importantly, if you do not wish to be included in this system, please tell the receptionist, doctor and/or nurse.

Results All patients must return for their test results. This is accepted and safe medical practice. This is particularly the case for potentially sensitive test results such as sexual health/HIV results. Please make a follow-up appointment with reception when leaving the clinic. Under no circumstances will results be emailed or conveyed over the phone for obvious privacy and quality assurance reasons.

E-mail / Telephone Calls The email address at Rose City Medical is reception@rosecitymedical.com.au As the email is not monitored constantly, urgent enquiries or appointments are to be made by phone or in person only.

Management of your personal health records Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health records at all times and to ensure that this information is only available to authorised members of staff. Your medical file will only be released to a third party upon receipt of a signed, dated request from the third party and yourself. Please see reception for an example of aforementioned form.

ABOUT US

General practice consultations and advice
Women's and men's Health/ Check ups
Sexual health checks and screening
Wound care
Health and medical assessments
Travel health and immunisations
Childhood and government
immunisations
Skin checks
GP Mental health Consultations
Pre-employment medicals
WorkCover injury/claims
Chronic Disease Management
Lung function testing / ECG
Drivers licence renewals
Minor surgery
Veteran affairs
Visiting Allied Health Professionals

WE ARE HERE TO HELP!

Bulk Billing Doctors
Attending Allied Health Professionals:
Psychologist
Exercise Physiologist
Dietitian

And our lovely Nurse:
Nurse Diane

Hours of Operation Monday-Friday
8.30am- 5.30pm
Closed Public Holidays

Should you require a translator please
inform reception when making the
appointment.



THE ROYAL AUSTRALIAN
COLLEGE OF
GENERAL PRACTITIONERS

CONTACT US

Appointments at Rose City Medical are 15 minutes. If you have several health concerns to discuss with the doctor or you believe you may need longer (e.g. for medical examinations, health reviews with pap screens, care plans etc), please notify the receptionist at the time of booking. Extra fees may also apply, depending on the nature of the appointment.



Phone: (07) 4574 4810
In an emergency dial 000



Inside Priceline Pharmacy
Rose City Shoppingworld
Palmerin Street
Warwick, QLD 4370



reception@rosecitymedical.com.au

ROSE CITY MEDICAL
IS ADHERING TO
AND STRIVING FOR
RACGP PRACTICE
ACCREDITATION

www.rosecitymedical.com.au