**Queen street clinic newsletter**

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| Practice doctorsDr Sander VandervlistDr William CooreyDr Praveen YadavDr Achini HerathDr Julie JohnstoneDr Linda McKayDr Beth AllinDr Laura Lei (Registrar)Dr Mitchell Sonter (Registrar) Dr Haley Amson (Registrar) **NURSING STAFF**Brogan (RN)Katie (RN)Natasha (EN)Susie (RN)Elena (RN)Anne (EN)Lainie (EN)Yvonne (RN)PRACTICE STAFFPractice Manager: Yvonne ByrnesOffice Staff: Mandy (Office Supervisor) Lainie (Office Manager)Amanda (Managers Assistant)Nicola BrookeStephanieCaylaKashaanSarahAssistant: Maxine |
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| **WHATS NEWS**This month we say good-bye to our long-serving Office Supervisor – MandyMandy has worked with us for over 15 years and we wish her well with her move North.**INFLUENZA IS SERIOUS**Prepare for winter and book in now for your Flu Vaccine.You may be eligible for a free vaccine, speak to our lovely staff to make your booking now.  |

Brooke

Stephanie

Cayla

Kashaan

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## **MAY 2024** 33 Queen Street Grafton 2460

##  Ph 6643 1100

##  Fax 6643 1254

## Surgery Hours

*Monday to Thursday*…………………….8.00am – 5.00pm Friday……………………………………..8.00am – 4.00pm Saturday………………………………….9.00am – 11.00am *(Saturday Clinic for URGENT appointments only)*

After Hours Phone 66431100 *A recorded message will provide you with the phone number for the Doctor on call*

## Billing

Queen St Clinic is a private billing practice. We request that people pay at the time of the consultation. Payment can be made by cash, cheque or EFTPOS. The clinic has installed new EFTPOS facilities that enable a patient to claim their rebate from Medicare immediately.

Communication. The doctors are available to speak to patients on the phone but prefer not to be interrupted during consultations unless an emergency. The receptionist will take your name and number and your call will be returned. Usually the doctors make their calls at the end of their working day so please say if the matter is urgent.

SMS Appointment Reminder Service. Queen Street Clinic will be providing an SMS service to remind our patients of upcoming appointments. Please sign a consent form at the counter or let our administration staff know if you would not like this to happen.

Test Results. Results are to be given to patients by their treating doctor or another authorised member of our clinical team. If you require results from your tests, please book an appointment to see your doctor.

Patient Privacy. This practice protects your personal health information ensuring it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. To obtain a copy of our privacy statement or your medical records, please ask.

Reminder system. Because our practice is committed to preventive care, we may send you an occasional reminder regarding health services appropriate to your care. If you wish to opt out of this, please let us know.

Patient Feedback. Your feedback is important to us. Please use our suggestion box in the front waiting room or speak to our friendly receptionists. If you prefer, contact the Health Care Complaints Commission on 1800 043 159 (Toll Free – NSW)

Consultation is by appointment. If your matter is urgent we endeavour to see you on that day.

Booking a long appointment. If you want an insurance medical, review of a complex health problem, counselling for emotional difficulties, or a second opinion, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves - bring relevant letters and test results from other doctors. If **more than one person** from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member. **Time is** **valuable to all of us.** Our aim is to see our patients at their appointment time. If we are late, it may well be the result of a priority patient. Please do not hesitate to phone before your appointment time to see how your doctor is running.

If you **unable to attend an appointment**, Please notify us well in advance so we can arrange a suitable time for you.