

### Test results recall system

The doctor will advise you to come in to the clinic to discuss your blood or test results. It is important that you make an appointment to see the doctor about your test results.

### Management of your personal information

Bamaga GP Practice is committed to best practice. Queensland Health has a Privacy Policy and all documentation is kept confidential at all times.

### Compliments, suggestions and complaints

Your feedback, good or bad, is important to us.

If you have a complaint, talk to the practice manager, receptionist, nurse, doctor, health worker or Community Consumer Officer.

Or you can fill out a 'We are listening' feedback form which is available at reception.

All complaints are dealt with seriously.

For more information contact our Community Consumer Officer on 4030 6157 or 0429 087 189.

### Complaints

If you are not satisfied with the outcome of your complaint, or in the way in which your complaint was managed, you may refer the matter to:

Office of the Health Ombudsman  
PO Box 13281 George Street  
Brisbane QLD 4003  
phone: 133 646  
email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

#### Location:

Bamaga GP Practice  
Bamaga Primary Health Centre  
175 Adidi Street  
Bamaga QLD 4876

#### Postal address:

PO Box 95  
Bamaga QLD 4876

#### Contact details:

phone: 4069 3200

fax: 4069 3332

#### email:

[TCHHS-Bamaga-GP-Practice@health.qld.gov.au](mailto:TCHHS-Bamaga-GP-Practice@health.qld.gov.au)

#### web:

[www.health.qld.gov.au/torres-cape/html/bamaga-gp-practice](http://www.health.qld.gov.au/torres-cape/html/bamaga-gp-practice)

# Bamaga GP Practice

## Opening Hours

Monday to Thursday:

9:00am to 4:30pm

Friday: 10:00am to 4:30pm

To make an appointment to see the doctor please phone 4069 3200



## **Bamaga GP Practice**

The Bamaga GP Practice provides integrated health care with a team of qualified and dedicated general practitioners, nurses, Indigenous health workers, a practice manager and administration/reception staff.

The practice offers medical consults, treatment, preventative health checks, interventions and chronic disease management.

We strive to provide an excellent standard of services to the community of the Northern Peninsula Area and visitors to the area. Our focus is to deliver an accessible and culturally respectful, safe and effective health service, which provides a strong foundation for all generations to live a healthy and full life.

### **Appointments**

Doctor consults are by appointment at 15 minute intervals. Urgent medical problems will be dealt with promptly. If you feel you need longer consult, please let the receptionist know. Longer appointments are required for a procedure, health assessments or a medical examination. If you wish to see the doctor of your choice, please let the staff at reception know.

Please tell a receptionist if you need to see a doctor urgently and a triage nurse will assess you.

### **Emergencies / After-hours care**

In an emergency call 000, or go to Bamaga Hospital or call 4069 3166.

A doctor is always available, either on-site or via telephone and teleconference for consultations after hours.

### **Home visits**

The doctor will attend and or arrange a home visit to see patients at home when necessary.

### **Allied health services**

Diabetes Education, Maternal & Child Health, Men's and Women's Health and Quality Lifestyle Programs are services that are either located at the Bamaga Primary Health Care Centre (PHC) or Bamaga Hospital.

Alcohol Tobacco and Other Drugs and Mental Health are located at Bamaga Hospital.

A referral is required from your doctor for the following services: diabetes educator, dietitian, podiatrist, physiotherapist, social worker, speech pathologist, optometrist, specialist clinics, x-ray and ultrasound.

### **Dental**

To see the dentist, please phone the Dental Service on 4069 0406 for an appointment or for more information. Please check on eligibility for fees.

### **Communication**

Please leave any message for the doctors with reception staff or via email to TCHHS-Bamaga-GP-Practice@health.qld.gov.au.

### **Interpreter service**

If you or a family member requires an interpreter, see reception to assist you.

## **Updating your information**

When you check in with reception staff, it is important that you let us know if your contact details have changed.

### **Reminders**

Our service participates in National and State reminder systems. We also issue letters and Short Message Service (SMS) via mobile telephone advising of your upcoming appointments.

### **Fees**

All patients who hold a valid Medicare card will be bulk billed direct to Medicare. Please present your Medicare card, Department of Veterans' Affairs card and Centrelink concession cards (Pension/Health Care card) to reception staff on arrival. In some instances, you may need to be referred to external health services, which may incur out of pocket fees. You will be notified of this by the external health service.

**Overseas Visitors** if not entitled to Medicare in Australia, please see receptionist to discuss payment of fees.

### **Transport**

The GP Practice can arrange transport for patients to the practice. Please contact the Hospital on 4069 3166 if you are experiencing difficulties.