

### **Recalling Patients**

This practice has a recall system in place that allows patients to be recalled for any procedures, tests, preventative care or appointment that may be required. These recall letters are sent to patients at the address that is recorded on your information supplied. If your personal contact details change at any time it is important to notify us of this.

### **Confidentiality & Privacy**

Privacy and confidentiality is a priority at our practice, as sensitive information about patients and their families is collected and recorded as part of your medical care. Patient information will not be released to any party without your consent. **If any of your personal details change, please notify us so we can update this.** All our staff working at our practice have signed a confidentiality agreement to maintain security of all of our patient's health records/information. This practice also meets the standards of Royal Australian Collage of General Practitioners (RACGP) concerning privacy and confidentiality. If you would like to see our Privacy Policy, please ask one of our staff.

### **Feedback & Complaints**

If you would like to give us feedback about our services, or if you have a complaint, please put it in writing addressed to the Practice Manager [manager@urmc.com.au](mailto:manager@urmc.com.au). We also have forms at reception for you to fill in and place in a box. We will review your concerns and reply to you. If you are not satisfied with our responses to a clinical complaint, you are entitled to have it considered by the Office of the Health Ombudsman who can be contacted on 133 646 or at [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

### **SERVICES**

Chronic Disease Management  
Excision of skin lesion  
Minor procedures  
Cryotherapy  
Diabetic Care and Education  
Spirometry: Lung function testing  
Asthma Care Plans  
Cervical Screening  
Implanon  
Pregnancy Tests  
Ante-natal Care  
Preventative health care  
Child, Adult & Travel Vaccinations  
Pre-employment Medicals

### **CONTACT US**

PO Box 10009  
Rasmussen QLD 4815  
975 Riverway Drive  
Condon QLD 4815  
Phone: (07) 4773 5170  
Fax: (07) 4723 2280

Email: [reception@pinnaclemed.com.au](mailto:reception@pinnaclemed.com.au)

Website: [www.urmc.com.au](http://www.urmc.com.au)

Facebook: <https://www.facebook.com/UpperRossMC>

## **PINNACLE MEDICAL CENTRE**

**Hours**  
**Monday - Friday**  
**8am - 4pm**



**Phone: (07) 4773 5170**

**Fax: (07) 4723 2280**

## **Overview**

The Pinnacle Medical Centre is a family oriented medical practice. Our philosophy is to provide professional quality health care to all members of your family. We are a teaching practice with JCU school of Medicine and RACGP (AGPT). We are an AGPAL accredited practice.

## **Appointments**

This practice operates an appointment system. All emergencies will be seen immediately. All sick children will be seen the same day that an appointment is sought. We also accept walk-ins. Some appointments take longer, such as excisions and care plans. Please notify staff when making appointment to ensure the correct time is allocated. We understand your time is valuable and we try very hard to adhere to our appointment schedule, the unpredictable nature of medicine means sometimes Doctors run behind. Ask our receptionist about SMS options.

We also offer online appointments via our website [www.urmc.com.au](http://www.urmc.com.au).

## **Test Results and X-Rays Results**

It is important that you ALWAYS follow up results of any tests or investigations your doctor may have ordered. Appointments are to be made for test results and to review x-rays. Your doctor has ordered these as a process to managing your health and you are required to consult your doctor to obtain results. Due to privacy laws information regarding results will only be given to the patient or parent/guardian involved.

## **Immunisations**

The full ranges of standard vaccines are kept at the surgery and are available for children and adults.

All immunisations are given at any time but a consultation with a doctor is required.

## **Telephone contact with Doctors**

Telephone contact with your Doctor is available at this practice. Initial contact is with our practice staff, which will assess the patient's needs/request, and if necessary, the Doctor will return your call.

## **Home visits and Nursing Home Care**

Where patients are unable to attend the practice, some of our Doctors will do home visits when need is genuine. Palliative care patients are also attended to on this basis.

## **After hours care**

We offer after hour's service for medical treatment out of normal business hours, A fee of \$250 is payable at time of consultation. Details for this service are left on our after-hours message daily – please phone 4773 5170 for details.

## **Fees**

We bulk bill all eligible consultations for holders of a current valid Medicare card. You will be asked by Reception to view your Medicare card regularly, Consultations that are not eligible to be bulk billed are as follows: Commercial Driver's License, Pre-Employment Medical, Insurance Medicals etc.

Any consultations not covered under Medicare will be charged accordingly. No personal cheques are accepted. Please ask for fee details when booking your appointment.

## **Pre-employment**

Pre-employment medicals require an appointment. Please notify staff when making your appointment so that extra time can be allocated.

## **Workers Compensation**

Work related injuries are also managed with accounts for such injuries will be given to the patient for forwarding to the relevant authority, or employer, if however, they do not accept liability the patient will be responsible for any outstanding fees.

## **Doctors**

Dr Martin Perez Gonzalez  
Dr Olga Castillo Gonzalez  
Dr Soroosh Azemikhah  
Dr Vijayasree Krishnan  
Dr Elaheh Azadiboroujeni  
Dr Patrick Farrell

## **Practice Staff**

**Practice Manager** – Kerrie  
**Nurses:** Natalie, Len, Ben, Cristine  
**Receptionists:**  
Natalie, Stephanie, Gabrielle, Melissa