

SERVICES PROVIDED

- General Practice consultations
- Walk-ins and emergencies
- Chronic Disease Management
- Health checks
- Ante-natal and post-natal
- Immunisations
- ATSI Health
- Pre-employment Medicals
- Travel vaccinations and advice
- Diabetes management
- Asthma management
- Workplace services
- Contraception and STI checks
- Implanon insertion & removal
- ECG & Spirometry
- Allied health services

**For medical attention after hours please
call 13 74 25 for Emergencies call 000**

Day	Open	Close
Monday	7:30 am	5:00 pm
Tuesday	7:30 am	5:00 pm
Wednesday	7:30 am	5:00 pm
Thursday	7:30 am	5:00 pm
Friday	7.30 am	5:00 pm
Saturday	8.30 am	2.00 pm
Sunday	Closed	Closed

PRIVACY POLICY

We value your privacy. All information about you, held at this practice, is kept in the strictest confidence.

This practice is bound by the *Federal Privacy Act 1998* and National Privacy Principles. In the course of your health care, access to your personal health information is necessary to continue the high standard of service you have come to expect from us.

Access to this information may be required directly or indirectly by other health care providers such as pathology services, pharmacists, specialists and health care facilities such as hospitals, disease monitoring agencies and Medicare.

For a one-page summary of your information please ask your Dr, if further information is requested this will incur a fee.

You can ask reception for a detailed copy of our privacy policy and managing your health information.



Shop 1, 8-12 Wild Mint Drive
Flagstone, QLD, 4280

T: 07 3338 8823

F: 07 5515 3724

E: reception@flagstonefamilypractice.com.au

www.flagstonefamilypractice.com.au



ABOUT THE PRACTICE

Our practice is founded on traditional values of family medicine. We provide full general practice services, with both male and female doctors, Our GPs have further experience in a variety of sub- specialties such as Diabetes and Skin cancer, and we aim to work as a team to achieve the best outcome for our patients.

Our doctors:

Dr Kal Vuthpala

Dr Ram Pateel

Dr Sri Kothuri

Dr Pavan Gutta

Dr Charita Paidipalli

NURSING

Jasmin is available to assist, both in acute care, health advice, cervical smears and managing long term medical problems

PRACTICE MANAGER

Sarah

RECEPTION STAFF

Cindy

Yvonne

Hollie

TELEPHONE CALLS

Our Drs take phone calls when time permits. If busy, they may elect to call you back at the end of their session. Our Drs prefer to deal with issues during consultation. This practice does not use email for patient health information. Patient consented transfer of medical records etc is through a secure messaging service. Medical Objects.

APPOINTMENTS

Can be made by calling **3338 8823** or by booking online via our website. Every effort will be made to accommodate your preferred time and doctor.

Emergencies will be given priority. We always endeavor to run on time. Walk in patients may experience a wait but will be seen as soon as possible. Fees may apply for patients who do not attend for a booked appointment. Please call to reschedule. The practice offers standard 15-minute appointments but if you need a longer Consultation (e.g. Cervical Smear, Medical), please inform the receptionist.

In cases of emergency, you will be offered an immediate consultation with the most readily available practice doctor.

COSTS OF MEDICAL CARE

We are a mixed billing practice. Any out-of-pocket expenses will be advised at the time of booking and available on our website.

REMINDERS

This practice has a recall /reminder system for follow up and preventative health. Patients will automatically be included. We may contact you by phone, SMS or letter please inform your Dr if you wish to opt out.

HOME VISITS

Home visits are available in special circumstances. Please discuss these options with the reception staff or your doctor.

TEST RESULTS

It is the policy of this practice that pathology and radiology test results will not be given over the telephone by our reception or nursing staff.

Patients are required to book a follow up appointment to receive and discuss results with their doctor. Please ensure we have your current phone number and address in case we need to contact you regarding urgent or abnormal results.

REFERRALS / MEDICAL CERTIFICATES

A consultation is required for all referrals to specialists and Medical Certificates. Only relevant medical information is included in referrals.

CHRONIC DISEASE PREVENTION

We are committed to helping our patients prevent the development of Chronic Disease and encourage patients 45-49 and over 75 to take advantage of our comprehensive health assessments.

PATIENT FEEDBACK

If you are unhappy about any aspect of the care you receive from this practice, please discuss it directly with the Practice Manager. Complaints can be emailed to: practicemanager@flagstonefamilypractice.com.au

**The Office of the Health Ombudsman
PO Box 13281 George St, Brisbane Q 4003**

**PH: 133 646
complaints@oho.qld.gov.au**