



88 Mooney Street
Phone 47793055
www.mooneymedical.com.au

- Mooney Street Medical aims to provide a high quality, caring and comprehensive medical service.
- Your wellbeing is our priority, and we strive to understand your unique health care needs.
- We value a team approach to patient care and prioritise establishing a positive, friendly and relaxed environment.

We value your feedback....

So that we may continue to improve our services to you, feedback can be given by speaking to your doctor, the practice manager or any one of our staff. Alternatively, you may complete a patient feedback form and place it in the box provided in the waiting room. If you need an independent body, you may wish to contact The Office of the Health Ombudsman 133 646 (133 OHO).

Personal - Friendly - Caring

GENERAL PRACTITIONERS

Dr Andrew Leong

Dr Niraja Rajeevan

Dr Tianna McHugh

SURGERY OPENING HOURS

Monday to Thursday: 8:00am – 5:00pm

Friday: 8:00am – 4:00pm

Alternate Saturdays: 8:30am – 11:00am

FOR ALL EMERGENCIES DIAL 000

AFTER HOURS

HOUSE CALL DOCTOR

PH: 135566

Weeknights: 6.00pm – 8.00am

Saturdays: from 12 midday

Sundays and public holidays: 24hours

Fully accredited, bulkbilled, home visit service

With your permission, your doctor will receive a copy of the consultation notes so appropriate follow up can be arranged if you need it

We look forward to partnering with you to achieve your health care goals.

Practice Services

- . General family medical care, Nursing Home visits
- . Adult and Childhood immunisations
- . Skin checks and excisions
- . Gender specific health issues
- . Acupuncture (conditions apply)
- . Annual Comprehensive Health Assessments
- . Health and Lifestyle management, Wellness Clinic
- . Reminder systems to assist you in monitoring and maximising your own health goals
- . Repeat prescriptions and ongoing referrals
- . Access to the Translation and Interpreter Service
- . Child friendly, informative, relaxing waiting room
- . Medicals

Frequently Asked Questions

How do I make an appointment?

- Simply phone the surgery on **47793055** to make an appointment.
- Standard appointments are made for 15mins. Longer appointments are available for excisions and minor surgery, medicals, annual health assessments, counselling and the completion of various forms so please let reception know your requirements.
- Every attempt will be made to see urgent problems and emergencies on the same day. When you have an urgent medical problem, the receptionist may refer you to the nurse who will be able to determine your needs in more detail.
- A home visit may be provided for existing patients who live within a 10km radius of the practice and find it very difficult to come to the surgery. Doctors also visit selected nursing homes in Townsville.
- With your consent, we offer an SMS reminder service for your appointments.

Will I be bulk billed?

Mooney Street Medical is a mixed billing practice. Details of current fees and Medicare rebates for routine consultations can be obtained from reception. A bulk billing service exists for:

- Veteran's Affairs patients
- Patients who are attending for appointments associated with our wellness clinic.
- Annual Health Assessments
- Childhood vaccinations
- Patients who require regular dressings
- Patients attending for INRs.

A discounted fee is available for Pensioners, Healthcare Card holders and Children.

What are my payment options and how do I receive my Medicare rebate?

All fees are payable at the time of consultation. We understand that this may sometimes be difficult due to your personal circumstances at the time. Please feel free to speak with your doctor or let reception know so that alternative arrangements can be made to assist you on those occasions. Payments can be made by cash, cheque or EFTPOS for your convenience.

Unless otherwise stated, you will be entitled to a Medicare rebate for your consultation and/or procedures. Once you have registered your bank account details with Medicare, we can transmit your receipt electronically so the rebate can go directly into your account. Alternatively, you may choose to take the receipt to Medicare yourself.

How will I receive my test results?

Your doctor will review your results and determine what follow up is needed.

- If your results require urgent attention, the practice will phone you.
- If your results are abnormal (but do not require urgent attention), your doctor will send you a letter asking you to make an appointment to discuss them.
- If your results are normal, your doctor will let you know at your next appointment.
- If you have had an X-ray or ultrasound you will need to make an appointment to have the results reviewed.
- If you are concerned about your results at any time, please phone the surgery and make an appointment to review them with your doctor.

Can I speak with my doctor on the phone?

Our doctors prefer you to make an appointment to discuss any of your health concerns with them in person, however, we understand that you may sometimes need to discuss some aspects of your health care by phone. You may not always be able to speak with your doctor immediately as they may be consulting when you phone. In these circumstances you will be asked to leave your details so your doctor can return your call, or you may opt to discuss the matter with one of our practice nurses.

Will my personal information be kept private?

Your privacy is of the utmost importance to us and we ensure your personal health information is always kept secure. A detailed description of how we do this can be obtained from reception. Alternatively, you can visit our website www.mooneymedical.com.au