

My GP MACKAY

Suite 9 Mater Medical Centre
76 Willetts Road NORTH MACKAY
Phone 4942 8500
Fax 4942 8599
reception@mygpmackay.com.au

Practice Hours

Monday to Friday 7:40am to 5:00pm

DR ROBYN FERGUSON
MBBS (Qld)

My GP Mackay is a convenient and well-established general practice in North Mackay opened by Dr Ferguson in September 2003.

DR ROBYN FERGUSON graduated in 1980 from the University of Queensland. Her General Practice spanning over 40 years in the Tropics from Karratha to Darwin to Mackay underpins her special interest in skin care and excision of skin cancers. Dr Ferguson's mission is to provide exemplary health care from cradle to grave.

PRACTICE STAFF:

Receptionist: Meg Wright

Assistant in Nursing: Lauren Button

Registered Nurse: Mary Butterworth

Junior Receptionists: Tajah Holbert | Brianna Fay

Practice Manager: Ralph Ferguson

APPOINTMENT TYPES

My GP Mackay offers:

- **Face-to-face general practice consultations (refer over for range of services)**
- **Telehealth consults** (to existing patients who have seen Dr face to face in the last 12 months)

BILLING

My GP Mackay is a fee for service Practice.

The fee for a standard face-to-face consultation is \$98.00. Payment is at time of consultation by EFTPOS (cash accepted).

Medicare Rebates (\$43.90 on a standard consultation) are credited to most debit cards or to bank accounts (prior linked to Medicare or as advised at the time).

Fees and Medicare Rebates for longer consultations are advertised at Reception.

The fee for a Telehealth Consultation is \$88.00. Payment is at time of consultation over the phone with a Medicare Rebate of \$43.90 (subject to having seen Dr face-to-face in last 12 months).

Our doctor does not routinely bulk-bill.

HOW TO SECURE AN APPOINTMENT

Appointments are made either by phoning 49428500 or in person at Reception. Please let us know if you need to see the doctor urgently or if you have special needs, and we will do our best to accommodate you. Emergencies will always be given priority. Please ask the Receptionist to book a longer appointment if you wish to consult on multiple matters with the Doctor. Patients with a cough, sore throat, fever or runny nose must advise before coming in to determine appropriate protection measures. A Telehealth consult may be offered in lieu. Please let us know in advance if you need to cancel an appointment.

WAITING TIMES

Emergencies and longer consults may make our doctor run late but we do still believe everybody's time is precious. We do advise patients to call prior to the booked appointment time to be advised what time to come in and so minimise wait time at the practice itself

My GP Mackay provides the following services:

- **Children's health incl scheduled immunisations**
- **Pregnancy shared care and postnatal care**
- **Women's health checks and CST**
- **Men's health checks**
- **Geriatric health**
- **Asthma, Diabetes and Cardiovascular Care**
- **ECG's, Audio Testing & Spirometry**
- **Full body skin checks**
- **Excision of skin cancers + cryotherapy**
- **Health Assessments**
- **Chronic disease management**
- **Psychological health: treatment and counselling**
- **Travel medicine and travel immunisations**
- **Treatment of injuries and suturing lacerations**
- **Pre-Employment Medicals**
- **Insurance Medicals**
- **Workers Compensation medical treatment**
- **Childhood immunisations are bulk billed.**

PRACTICE FACILITIES

The Medical Centre has Wheelchair and Ambulance access. Disability Parking bays are located outside the front entrance of the Medical Centre.

Our facilities include one doctors consulting room and a well-equipped two-bay Treatment Room.

Baby change facilities and the Disabled Toilet are just around the corner outside the Waiting area.

We are conveniently located close to Specialist Rooms, QLD X-Ray | Ultrasound | MRI Facilities, S & N Pathology Centre & Mackay Discount Drug Store.

TELEPHONE CALLS and EMAILS

Every effort is made for your consultation with your doctor to be uninterrupted. For this reason, your doctor may not be able to take your telephone enquiry immediately, unless you are in an emergency.

Our Reception Staff will respond to your query in the first instance. The Practice Nurse, if available, may be able to provide necessary information or may direct you to other medical services. If triaging dictates, your message will be conveyed to the doctor who may request you to come in or may suggest a telehealth appointment be booked (refer Billing above).

Electronic communications regarding patients sent to My GP Mackay are stored either in the secure clinical holding file for Dr Ferguson's review if needed or your secure patient file if for records only. Electronic communication from My GP Mackay containing patient information is secured with password protection on email attachments.

PATIENT ACCESS TO MEDICAL RECORDS

It is practice policy that all patients have the right to access their own health information contained in their file. Should you wish to access your health records please speak with the practice staff.

PERSONAL INFORMATION MANAGEMENT

Your medical record is a confidential electronic file. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

If you have other concerns, contact:

Office of Australia Commissioner

GPO Box 5218

Sydney NSW 2001

Privacy Hotline 1300363992

<http://www.oaic.gov.au/>

Please speak to Reception if you would like to view our Privacy Policy.

SUGGESTIONS, COMPLEMENTS & FEEDBACK

We value our patient feedback, compliments, and suggestions for improvements. If you have any concerns or suggestions, please contact our Practice Manager or Doctor. Alternatively, you are encouraged to complete and place a suggestion slip in the suggestion box located in the main waiting area.

The Office of the Health Ombudsman address is
PO BOX 13281 George Street, Brisbane, 4003.
Phone: 133 646

TELEPHONE INTERPRETER & RELAY SERVICE

My GP Mackay can access the Telephone Interpreter Service for our non-English speaking patients. We can also access the National Relay Service for any patient with hearing impairment. Please advise Reception when booking your appointment if you require these services.

REPEAT PRESCRIPTIONS & REFERRALS

Please note that an appointment, either in-clinic or via telehealth, is required for ALL repeat prescriptions and continuing referrals. In this regard, we request that you ensure all prescriptions and referrals are up to date during your consultation with your GP.

DIAGNOSTIC MEDICAL RESULTS

Patients may contact the surgery to enquire if their test results have been received by My GP Mackay. You will receive an SMS or a phone call if further action is required on your result.

REMINDER SYSTEMS

My GP Mackay is committed to preventative care and has a computerised Reminder System for various Health Checks. If you would prefer not to be on a reminder system, please inform the doctor or nurse.

HOSPITAL ADMISSIONS / REFERRALS

My GP Mackay admits patients to the Mater Hospital if required under the care of the appropriate specialist doctor. If you do not have private cover, a referral to the Mackay Base Hospital can be provided.

AFTER HOURS SERVICE

In an Emergency always call 000 for urgent assistance.

For non-emergency urgent face to face care any day between 8am and 10pm go to the Mackay Medicare Urgent Care Clinic at 11-13 Peel St Mackay (3167 8791)

For other after-hours care call 13HEALTH (13 43 25 84) for health advice over the phone.

Type **healthdirect.gov.au** into your web browser to gain access to health information and advice online, or contact healthdirect by phone (1800 022 222).

A free After-Hours emergency service is also available at Mackay Base Hospital - phone: 4885 6000.

COMMITMENT TO MEDICAL EDUCATION

Dr Ferguson is a Vocationally Registered GP with a strong interest in continuing Medical Education. We train JCU 5th year medical students as we believe training these doctors of the future is important. Please advise reception if you choose not to have a medical student present during your consultation.

