

CONTACT

295 Ross River Road
Aitkenvale QLD 4814
Phone (07) 4725 6060
manager@barrymed.com.au
www.barrymed.com.au

HOURS

Mon, Wed, Thurs 8am–6pm
Tues & Fri 8am–4pm
Saturday 8am–11:30am

APPOINTMENTS

Please ring 47256060 for an appointment. If you need a long appointment please tell the receptionist when you make the booking. Sometimes we are unavoidably delayed due to emergencies or unpredictable problems. We ask for your understanding when this happens. Emergencies are seen as a priority. Walk in appointments are accepted for children or urgent cases, please try to telephone to let us know you are coming. Patients who require communication assistance are asked to let the reception staff know when making the appointment.

TELEPHONE CALLS

A telephone consult can be organised if you are unable to attend the practice and you have been here in person in the last 6 months. Standard fees will apply. If you need to speak to your doctor by phone and arrangement can be made for this when the doctor is free. Please advise if the matter is urgent.

HAPPY NEW YEAR

As we step into the New Year, we'd like to wish all our patients and families a very happy and healthy year ahead. Thank you for being part of our medical centre community and for trusting us with your care. We look forward to continuing to support you and your loved ones with compassionate, friendly service in the year to come. From all of us, best wishes for a New Year filled with good health, happiness, and peace.

FEES

Following the **MyMedicare** scheme, we will now bulk bill all patients who hold a current Medicare card and who attend for a Medicare rebatable service. These include General Consultations, Care Plans, Health Assessments, Government provided Immunisations/Vaccines, Dressings etc. In order to qualify for bulk billing you will need to be registered with this Practice for MY MEDICARE. A list of our new fees is available in the waiting room.

PLEASE TALK TO OUR STAFF TO ARRANGE REGISTRATION.

REPEAT PRESCRIPTIONS

There is a \$15 charge for repeat scripts without a consultation. You must have been seen by your regular doctor at this practice within the last 3 months to obtain a script for your repeat medication. This service needs to be discussed with and approved by your Doctor. Twenty four hours notice is required for all prescriptions.

RECALLS AND REMINDERS

This practice operates a recall system whereby patients will be sent a letter advising that they are due for immunisation or follow up of blood tests. These are sent to the address that is recorded on your chart. Should you choose not to have recalls sent to you, please advise our practice nurse and your request will be adhered to. There is also a national Pap Smear Registration in place for women who choose to follow this path, please discuss this option with your doctor.



Vaccinations

Covid update vaccinations, Flu vaccinations and Shingles Vaccinations are available to those who are eligible under Government guidelines. Please speak to our reception staff to confirm eligibility and book an appointment.

AFTER HOURS

For medical attention or all home visits outside of our standard Practice hours please contact Hello Home Doctor Service on 134 100 or visit their website www.hellohomedoctor.com.au

HOME VISITS

Home visits may be available for regular patients whose conditions prevent them from attending the surgery.

COMPLAINTS AND FEEDBACK

We welcome any feedback that will assist us in maintaining our high level of care to you. If you have any complaints please ask to speak to our Practice Manager who will take appropriate action and direct your concerns to the Practice Principle. If you feel your complaint has not been addressed please contact Office of Health Ombudsman on freecall 1800 077 308 or email info@oho.qld.gov.au

PRIVACY STATEMENT

We would like to advise patients of the need to collect personal information and store this information in an appropriate manner. The information will be used for your medical treatment and administrative purposes. A full copy of our Privacy Policy is available at reception and on our website: www.barrymedical.com.au



RESULTS

If your doctor has ordered pathology tests for you in the management of your condition it is important for you to follow up on the results. You may contact reception to speak with the nurse to discuss if a follow-up appointment is needed for your results. If the doctor determines that any result is urgent, you will be contacted directly. Results cannot be provided by reception staff. Due to privacy laws, information regarding results will only be given to the patient or parent/guardian involved. Please note that doctors/staff are unable to give/discuss your results with any third party. Staff only give information that has been provided to them by the doctor, please do not ask them to interpret your result as this can only be performed by your treating doctor.

Patient information/details i.e. address, phone number and medical records that are held at this practice are not released to any party without your written and signed consent. Staff working at this practice are required to have a signed confidentiality agreement for security of health records/information.

OUR SERVICES

- Family Medicine
- Childhood Immunisations
- Indigenous Health Checks
- Skin checks and minor skin surgery
- Pre-employment and occupational health checks
- Emergency Care
- Sports Medicine
- Women's Health
- Men's Health Check
- Children's health check
- Sexual Health
- Chronic disease management and care plans
- Mental health Management and care plans
- Antenatal management with GP shared care
- Onsite Pathology, Pharmacy
- Specialist referrals
- Workers Compensation medical management
- Corporate health checks
- Travel advice and Travel Vaccinations
- DVA
- Fitness to work assessments
- Fitness to drive assessments and license medicals
- Minor surgical procedures
- Asthma and Diabetes Management
- Implanon removal and insertion
- BUPA Immigration Medicals



Family Healthcare



Indigenous Health



Disease Management



Pharmacy & Pathology



Skin Checks

OUR TEAM

DOCTORS

Dr Vibhav Pandey **MBBS, FRACGP, Certified in Advanced Skin Cancer Surgery**
Dr Michael Hughes **MB BS, FRACGP**
Dr Paul Gilbert **MB BS, FRACGP**
Dr Preeti Kandpal **MBBS, FRACGP, MRCOG**

PRACTICE STAFF

Practice Manager: Rebecca
Nursing Team Leader: Steph RN
Reception Team Leader: Vicki