





Feedback and Complaints

Belgian Gardens Medical Centre encourages feedback of all kinds to help our centre continually grow and improve our quality of service to our patients.

If you would like to give some feedback, or give us a compliment or make a complaint, please ask Reception for a form.

You can then keep it confidential or if you require our Practice Manager to be in touch with you about any issues, please leave a contact name and number.

Professional Doctor Complaint

If you deem your or a relative's medical treatment not acceptable, you have a right to express your concern. Anyone can make a complaint about a health service.

Please speak with the Practice Manager immediately and express your complaint. If you feel as though it has not been resolved or treated respectively, please contact the Office of the Health Ombudsman at:-

Phone - 133 646

Online at :-
<http://www.oho.qld.gov.au/make-a-complaint>

Email to complaints@oho.qld.gov.au



Medical Centre

ABN 111 699 321 83
Telephone 4771 6666
Facsimilie. 4771 5566
After hrs: 13 55 66
Email: help@bgmc.com.au
Webpage: www.bgmc.com.au

Address: 14/47 Bundock Street
Belgian Gardens 4810

OR PO Box 40
Belgian Gardens 4810



OPENING HOURS

Monday to Friday 8.30am-4.30pm
Saturday 8.30am to 12pm

Sunday and Public Holidays – CLOSED
HOUSE CALL DOCTOR on 13 55 66

OUR DOCTORS:-

Dr Martin Carr
Dr Michelle Vollmerhause
Dr Moet Khine, Registrar
Dr Fiona Fleming
Dr Nichola O'Reilly

STAFF:-

Chloe – PM

Billing Practices

BGMC is a private billing Medical Practice. Our standard fees are as follows and are required to be paid at the time of your consultation. Medicare rebates you \$37.05 if you have provided them with your bank details.

Child aged 2 – 15	\$60.00
Adult aged 15+	\$80.00
Aged Pensioner	\$60.00
Concession Card	\$60.00

Home Visits are at the discretion of your Doctor but we recommend House Call Doctor on 13 55 66.

Our Doctors bulk bill all childhood vaccinations. We charge a \$10 increase on all fees, for Saturday consultations.

We send out SMS reminders for all appointments the day before, to whoever has a valid mobile number. Therefore, we charge a **\$40.00 Did Not Attend** fee for any unadvised missed consultations.

Follow Up of Patient Results

If your results require follow up treatment, or the need for another appointment, our Practice Nurses will contact you by phone. If you cannot be reached, we will send you a letter for you to contact the surgery.

If you haven't heard from us, but you are concerned about your results, feel free to contact us.

Communication Policy

We are contactable by phone on 4771 6666 and email at help@bgmc.com.au.

Our emails are not encrypted, so please be aware of this when requesting personal information to be sent to your email.

We do not take appointment bookings via email, but we do have an online booking system via the HotDoc app.



We provide SMS reminders for your next day appointments, so please ensure your mobile number is current and correct.

Please note that all referral and script requests require an appointment with your GP.

Our Services include:-

- Family Medicine
- Child Health and Vaccinations
- Sexual Health and Contraception
- Mirena Insertions
- Recreation Dive Medicals
- Hormone Replacement Therapy
- Skin Checks, Excisions & Biopsies
- Wound Management
- Chronic Disease Management
- Aviation Medicals
- Workcover

Health Information Management and Privacy Policy



At times, we do collate health information for education purposes. When this need arises, all of our collating is done by de-identifying our patient base. This means that although some of your health information is collected, your individual personal details will not be shared.

To ensure we are speaking to the correct person, we will ask you your Name, Date of Birth and Address each time you visit. We will also ask if your mobile is still current, as well as your Medicare Card. This not only ensures correct Health care but also ensures your privacy.

We will never give out information about your appointments (dates, times, reason for visit) or your results, to any person other than yourself, unless you specifically advise your Doctor otherwise and this is documented on your file.

Although all Doctors, Reception and Nursing staff can access your files, everyone signs and upholds strict confidentiality rules to ensure your safety and privacy.