COMPLAINTS

We take complaints seriously and endeavour to respond to your queries or questions promptly and professionally. The following describes the usual flow of the complaint systems:

- 1) Talk to the receptionist.
- 2) If you feel you have further concerns, please write to:

The Practice Manager PO Box 3432 Toowoomba Q 4350

3) If you require further assistance, or if you feel your complaint has not been met with an adequate response, contact the Office of the Health Ombudsman on 133 OHO (133 646).

FEE STRUCTURE

This practice chooses to bulk bill children 15 years and under, Veterans and Pension Card holders. Patients who hold a Centrelink Concession Card are also bulk billed. Those who do not fall within the abovementioned categories will be charged a fee of \$65 for a standard consultation. These details are on display in the waiting room. If your Medicare card has expired, we advise that you contact the local Medicare office located at Bell Street, Toowoomba. You may be charged a fee without a Medicare card, but may be eligible to apply for reimbursement from Medicare. Some services may also attract a fee so please ask the receptionist. The practice

OUR LOCATION

The Grand Central Medical Centre is located on the Ground Floor of Grand Central Shopping Centre, on the corner of Margaret and Victoria Streets, Toowoomba. . We have onsite parking for your convenience.

PRIVACY POLICY

It is the policy of this Practice that all patient's health records and information are handled and stored to protect the privacy of patients. Our Practice privacy policy is available upon request. We adhere to the Privacy Act 1988 (Privacy Amendment Act 2012 & Privacy Regulation 2013). For further information please visit www.oaic.gov.au.

FURTHER INFORMATION

If you have any questions or require further information regarding the practice, please do not hesitate to contact us on 07 4637 1000.

ACCREDITED GENERAL PRACTICE

The Grand Central Medical Centre is an AGPAL Accredited Practice. The Medical Centre has adhered to strict regulations and guidelines set by the RACGP (Royal Australian College of General Practitioner's) to achieve this accreditation.



GRAND CENTRAL MEDICAL CENTRE

Shop 0025/25a Grand Central Shopping Centre Toowoomba, QLD 4350

Ph: 07 4637 1000

Cardholders, & Children aged under 15 years are Bulk Billed

DVA & Concession/Pension

Monday - Friday 8:00am - 5.00pm Saturday 9.00am - 1.00pm

Find us on Facebook



WELCOME!

Thank you for choosing to visit the Grand Central Medical Centre, where we strive to meet all your medical needs. Grand Central Medical Centre recognises that patients require access to health services at all times. The practice is in close proximity to radiology, pathology and pharmaceutical services. The central location of the practice also allows for easy access to allied health professionals and an array of medical specialists.

MEDICAL CENTRE HOURS

Monday - Friday 8:00 am - 5.00pm

Saturday 9.00am – 1.00pm

MEDICAL CENTRE WEB

For further information please visit our website:

www.gcmc.com.au

You can also find us on facebook at:

www.facebook.com/gcmc.gp

IN AN EMERGENCY

If you require urgent medical attention, please dial 000 for assistance and ask for Ambulance.

APPOINTMENTS & WAITING TIMES

During surgery hours, appointments are available by calling 07 4637 1000. Although we try to accommodate everyone, emergencies take priority over those patients who have booked an appointment. We endeavour to keep waiting times at a minimum where possible. All patients are provided with a standard appointment time but can obtain a longer appointment if required by informing the receptionist.

HOME VISITS

Your doctor may be available to provide a home visit for regular patients. Arrangements can be made by phoning the surgery. Fees for home visits may vary so please ask the receptionist whilst arranging your appointment.

TRIAGE

In all cases, please see the receptionist upon entry to the surgery so he or she may assess your needs upon arrival. If you having difficulty with any of the following, inform the receptionist so that both the nurse and doctor can be notified of your condition:

- * Chest pain
- * Difficulty breathing
- * Bleeding
- Convulsions
- Vomiting

OUR DOCTORS

*Dr Rita Ponce

* Dr Jocelyn Baviera

*Dr Lakshaman Ellepola

*Dr Darshika Ellepola

* Dr Julius Soriano

OUR STAFF

Our staff and Nurses provide excellence in nursing and reception support. They are willing to assist you with queries where appropriate and to assist the doctors to provide you with the best possible patient care.

AFTER HOURS SERVICES

Any medical enquiries outside normal surgery hours should be directed to:

Toowoomba Base Hospital 07 4616 6000.

Alternatively you may contact the after hours service for the practice by calling:

DALD 1300 980 980.

RESULTS

Grand Central Medical Centre Toowoomba operates a recalll system for patients undergoing clinical investigations. Patients may be contacted and asked to attend their principal doctor.

REMINDERS

All patients are offered the opportunity of being involved in reminder systems for a range of clinical issues. Please notify your doctor if you do not wish to participate.

CONTINUITY OF CARE

All patients are encouraged to make an appointment with their principal doctor. Should your own doctor not be available, an alternative doctor will be offered.

TELEPHONE CALLS

The doctors at this practice may accept patient telephone queries. To minimise interruptions to consultations, you may need to leave your contact details and a message and your doctor will return your call when they are available.

TRANSLATING SERVICE

The practice can arrange for a translator if required, please notify reception when booking your appointment.

FEES FOR MISSED APPOINTMENTS

If you miss your appointment without advising us you may be required to pay for subsequent missed appointments.