

## PRACTICE INFORMATION SHEET

### AFTER HOURS CLINIC BLACKSTONE

The After Hours Clinic has an experienced team of doctors and nurses that provide continuity of care in the after hours. After Hours Clinic doctors are experienced and highly qualified to treat acute medical conditions. They work alongside the nurses and administrative staff.

The After-Hours Clinic team have trust and respect for one another. The team at the clinic rise together and support each other each step of the way.

Waiting times are minimal, and we accept patient walk-ins, no appointments are necessary. However, we recommend contacting **07 3073 3933** for current wait times.

### OPENING HOURS

Our practice is open during the following times:

- **Monday to Friday:** 06:00 PM to 11:00 PM
- **Saturday:** 12:00 PM to 11:00 PM
- **Sunday:** 12:00 PM to 11:00 PM

### CLINIC ADDRESS

Visit us at **Building 2/A, 14 Hill Street, Blackstone, QLD, 4304.**

- **Phone:** 07 3073 3933

### REGISTER OFFICE

For inquiries or appointments, reach us at:

- **Phone:** 07 3073 3933
- **Email:** [clinic@hhds.com.au](mailto:clinic@hhds.com.au)
- **Fax:** 1300 329 443
- **Website:** <http://www.afterhoursclinic.au/>

**Address:** Building 2/A 14 Hill Street Blackstone, QLD 4304

**Mailing:** PO BOX 837, Redbank Plains, QLD, 4300

**For all emergencies, please call 000 or go to your nearest hospital Emergency Department.**

### OUR VALUES

#### Accessibility

The After Hours clinic offers non-discriminatory care to individuals of all genders, ages, and backgrounds. We strive to create a safe and welcoming environment where every patient feels valued and respected.

#### Inclusivity

The After Hours clinic offers non-discriminatory care to individuals of all genders, ages, and backgrounds. We strive to create a safe and welcoming environment where every patient feels valued and respected.

### Compassion

The After Hours Clinic's team of healthcare professionals, including doctors, nurses, and receptionists, is driven by a compassionate approach to patient care.

### Excellence

The After Hours clinic is dedicated to providing affordable and quality health care. The After Hours Clinic aims to set the standard for inclusive and accessible care in the community, constantly striving for improvement and embracing innovative technologies to enhance their services.

### Community-focus

The After Hours Clinic takes pride in its community-focused approach. We aim to create a welcoming and inclusive environment for all patients, whether they are local residents, visitors, or seeking after-hours healthcare. They treat patients with compassion, respect, and dignity.

### FEEDBACK

After Hours Clinic welcomes suggestions for improvement and responds to concerns raised in a timely manner. Feedback can be provided via the following options:

- **Email:** [admin@hhds.com.au](mailto:admin@hhds.com.au)
- **Send a letter**
- **Call our office** during business hours on **07 3073 3933**

If your concerns have not been addressed satisfactorily, patients may escalate the matter to the:

#### QLD – Office of the Health Ombudsman

- **Phone:** 133 646
- **Email:** [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

### BILLING POLICY

Experience the convenience and affordability of after-hours care at the After Hours Clinic. Enjoy peace of mind knowing that your standard 20-minute consultation fee is a maximum of **\$147.15**, which includes a **Medicare rebate of up to \$57.15**.

At our clinic, we prioritise patient satisfaction and strive to make healthcare accessible to everyone. Treatment room fees start at just **\$50** for minor procedures. Please note that standard costs apply to standard 20-minute consultations, and rates may differ during public holidays.

**Iron Infusions** incur an out-of-pocket fee of **\$250.00\***.

### MATER PATHOLOGY Bulk Billing Available\*

Fees for the consultation will vary depending on the type of service provided by each Doctor and may be rebated by Medicare where applicable.

**Bulk Billing Available\*** for standard consultations.

### Payment Terms

To ensure smooth and efficient service, all payments are required at the time of consultation.

- All attendances/accounts must be settled at the time of consultation.
- Please pay your account in full, our staff will process your claim to Medicare (for eligible patients).
- We do not send out accounts. All unpaid accounts will incur further cost of admin fees and recovery fees.

### SERVICE DELIVERY

After Hours Clinic is an accredited medical deputising service providing after-hours medical care to patients on behalf of their regular GP.

While every effort is made for patients to be seen by an after-hours doctor, if your condition is an emergency, please **call 000** or go to your nearest hospital for urgent medical attention.

Services provided at the After Hours Clinic include, but are not limited to:

- Pathology
- Suturing Procedures & Diagnostic Procedures
- Dislocations
- Health Assessments
- Vaccinations (including COVID-19 vaccinations)

**DISCLAIMER:** This document is for general information only and does not constitute medical advice. After Hours Clinic strives to maintain accuracy; however, information is subject to change. Always consult your doctor for personal medical advice. After Hours Clinic accepts no liability for outcomes resulting from the use of this document.

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