

SERVICE INFORMATION SHEET

OPENING HOURS

MONDAY TO FRIDAY	6:00 PM TO 12 AM
SATURDAY	1:00 PM TO 12 AM
SUNDAY	10:00 AM TO 12 AM
PUBLIC HOLIDAYS	10:00 AM TO 12 AM

CLINIC HOURS

After Hours Clinic
Building 2/A
14 Hill Street
Blackstone Qld 4304
Phoe: 07 3073 3933

REGISTER OFFICE

T 134 100
F 1300 FAXHHDS (1300 329 4433)
W www.hellohomedoctor.com.au
E clinic@hhds.com.au

QLD:
PO Box 837 Redbank Plain Qld 4300

MEDICAL DIRECTOR QUEENSLAND:

- Dr. Manas Gupta FRACGP

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



After Hours Clinic is a walk-in after-hours clinic based in Blackstone, Queensland! This mixed billing practice clinic is designed to provide prompt and professional medical care to patients who require urgent attention, ranging from common GP presentations to managing acute but non-life-threatening injuries and illnesses.

Equipped with a 5-bed treatment bay and 2 private doctor consult rooms, the After-Hours Clinic is well equipped to deal with minor trauma, sutures, and small procedures.

The After Hours walk in clinic also has an on-site pathology with Mater. All pathology requests are accepted. One of the standout features of the After Hour Clinic is its commitment to minimal waiting times. Patients are welcome to walk in without an appointment, and the clinic's team of experienced medical professionals will do their utmost to ensure that you receive the care you need as quickly and efficiently as possible.

Whether you're a local resident or just passing through, the After Hours Clinic is the perfect place to turn to for your urgent healthcare needs.

*Affordable
Quality Care* +



Q KAMPUS, BUILDING 2/A, 14-16 HILL STREET
BLACKSTONE, QLD 4304

07 3073 3933

afterhoursclinic.au

**DON'T HAVE TIME DURING THE DAY
TO GET A BLOOD TEST
OR SEE A DOCTOR?**

**NO MORE RUSHING:
VISIT US AFTER WORK!**



Mater Pathology - on site collection
accepts all pathology request forms
Bulk Billing available

URGENT CARE
Your alternative to Hospital without the wait



WALK IN CLINIC • AFTER HOURS • WEEKNIGHTS
WEEKENDS & PUBLIC HOLIDAY

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

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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 excellent after health urgent health care. The urgent After Hours Clinic aims to set the standard for inclusive and accessible care in their 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
Send a letter

Call our office during business hours on 07 3073 3933

In the event your concerns have not been addressed satisfactorily, patients are able to bring the matter to the:

QLD – Office of the Health Ombudsman by calling
Tel Number: 133 646 or by
Email: complaints@oho.qld.gov.au

BILLING POLICY

After Hours Clinic we prioritise patient satisfaction and strive to make healthcare accessible to everyone. Enjoy peace of mind knowing that your standard 20 minute consultation fee is a maximum of \$143.65 and includes a Medicare rebate back to you of up to \$53.65. Please note that the standard costs apply to standard 20-minute consultation and rates may differ during public holidays. After Hours Clinic accepts major credit and debit card payments, EFTPOS payments and cash. Alternatively, at After Hours Clinic, we understand that treatment can be difficult to fit into your budget which is why we provide After pay. After pay allows you to spread out the cost of your treatment over 6 weeks.

Payment Terms

- 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 urgent medical care to patients on behalf of their regular gp. Whilst every effort is made for patients to be seen by a after hours doctor, if your condition is an emergency please contact 000 or go to your nearest hospital for medical attention.

Services included at the After Hours clinic but not limited too include:

- Pathology
- Suturing
- Procedures & Diagnostic Procedures
- Dislocations
- Health assessments
- Vaccinations (Covid 19 Vaccinations)

CONTACT US

For all administration and general enquires please call 3073 3933 or email clinic@hhds.com.au

For any queries in regards to a recent after hours clinic consultation please contact the administrative team

Patients of the After Hours Clinic are encouraged to contact their regular GP if they require an appointment.

If you have any further questions or assistance to understand any aspects of the After Hours Clinic Service information sheet please contact the administration team on 3073 3933

**Affordable
Quality Care** 

 07 3073 3933