

## Range of services:

- General medicine
- Children's & Adolescent Health
- Immunization
- Women's health & Pregnancy care
- Men's Health
- Mental Health Care & Counseling
- Chronic disease management
- Skin cancer check & treatment
- Indigenous & multicultural health services
- Travel health & pre travel vaccinations
- Sexual health
- Minor casualty
- Occupational health check & medical of miners
- DVA health services
- Aged cared & nursing home services
- Health education & counseling
- Antenatal care
- Worker's compensation
- Minor procedures
- ECG (Electrocardiography)
- Allied health services - Psychologist, Dietician, Diabetic Educator, Attune Hearing

### Medical Staff:

**Dr Edward Ogiji**

**Dr Romika Lal**

**Dr Kelvin Ozoemelam**

**Dr Faris Hawa**

**Dr Padmaja Putha**

**Dr Roy Chen**

**Dr Sisira Wijesiri**

### Manager

**Mosun**

### Reception

**Leisa**

**Sarah**

**Trina**

**Cassandra**

**Stacey**

**Nicole**

### Nurses

**Babitha**

**Anmol**

**Amandeep**

**Tegan**

### Monday- Friday:

**8:00 am - 5:00pm (Lennox St)**

**8:00am - 6:00pm (Station Square)**

### Saturday and Sunday:

**9:00 am - 3:00pm (Station Square)**

**Public Holidays: 9am - 5pm (Station Square)**

## Fees

Patients with Medicare cards (usually Australian residents) will have no out-of-pocket costs for standard appointments with Bulk Billing GPs in most cases, as it will be billed directly to Medicare. Jema clinic bulk bill eligible patients and we appreciate full payment of fees on the day of consultation. We can claim the Medicare refund online and have the refund deposited back into your account immediately.

The AMA (AUSTRALIA MEDICAL ASSOCIATION) fee structure forms the basis of our billing policy and our doctors charge the fees that reflect the time taken and degree of complexity in each consultation.

## Services not bulk billed

A list of these services is available at reception. (Payment via EFT/Cash required on the day): For information on massage fees and skin clinic fees please refer to the appropriate brochures.

Consultation short	\$120.00
Consultation long	\$200.00
Consultation prolong	\$200.00
Starting Medical (tests extra)	\$300.00
Coal Board Medical	\$540.00
INR	\$15.00
Functional Capacity Evaluation	\$150.00
Transfer Full Records	\$25.00
Massage starting from	\$10.00
Mole mapping	\$100.00
Commercial Drivers Licence	\$150.00

## NO Smoking Policy

Jema clinic has a no smoking policy.



Please take for your information



**JEMA CLINIC**  
YOUR HEALTH IS OUR PRIORITY

Providing the community with the best possible health care options



6/133 Lennox Street, Maryborough

Shop 25, 142 Lennox Street,

Maryborough

Station Square Shopping Centre

**Telephone: 07 4120 5555**

**After-hours: 0488 606 035 or 13 99 99**

Visit: [www.jemaclinic.com](http://www.jemaclinic.com)



## Immunisations/ Healthy Kids Check

Most immunisations are done by the practice nurse under direction of the GP. Please notify reception if your child is four years of age and requires immunization and a Healthy Kids Check.

## Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be a part of this system please let your doctor or the receptionist know. Appointment reminders will also be issued the day before your appointment via text message.

## Medical Records

We operate a computer based medical record system. Should any of your personal details, address, etc. change please ask to have your medical records amended at the Reception desk. Please make sure your Medicare card and any other cards are up to date.

## Privacy Policy

Jema Clinic is fully committed to respecting your privacy and takes its obligations seriously. We adhere to the Commonwealth Privacy Act 2000, QLD Health Records Act 2001 and the Australian Privacy Principles. A copy of our Privacy Policy is available at reception.



## Appointments

Our appointment system is computerized and allocated times are kept open to fit in any urgent problems. Urgent medical problems will be dealt with promptly.

When Booking please advise the staff:

- If your problem is urgent
- If you require a long appointment
- If you need a special medical examination
- If more than one family member needs to be seen
- If it is for immunization, wound dressing, skin check, health care plan, script or procedure as these appointment times need to be adjusted and some also require to be booked with the nurse as well
- Walk-ins welcome, however there may be a little bit of a wait (unless Urgent)

## Cancellations

If you can't attend an appointment, please notify the reception staff as soon as possible. There is a \$40.00 fee for appointments that are missed without adequate notification. Please keep in mind that your appointment could have been taken by another patient who needed to be seen urgently.

## Waiting Times

Our Doctors try and run on time and not keep patients waiting. However sometimes delays are unavoidable due to emergencies or consultations taking longer than expected. We request your patience at these times. If you have time restrictions please phone ahead of time to check on probable waiting time.



## Communication Services

If an interpreter is required, the Translating and Interpreting Services (TIS National) can be contacted on 131 450.

Visual or hearing impaired patients can contact. NRS TTY 1800 555 630 (free)

## Results of Medical Tests

For medico- legal reasons test results will not be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.

## Telephoning your doctor

Your doctor may take phone calls regarding your health, but you will have to leave a message with reception to pass on to the doctor so that they will contact you when they are not busy with a patient.

## Afterhours and Home visits

Home visits are available for Jema Clinic patients only, if the Doctor has advised necessary. Afterhours care is available for patients at the station square branch from 5pm to 6pm and weekends 9am - 3pm or a doctor can be contacted on 0488606035 between the hours of 7pm and 11pm. For afterhours care outside of these timeframes or for weekends after 3pm on weekend please call dial a doctor on 13 99 99.

## Patient Feedback

Jema clinic is happy to receive feedback or complaints from our patients on the services we provide. This is important to us to help improve our service and meet your needs. A "suggestion box" is located on the reception desk if you wish to make use of it. Complaints should be discussed with either your doctor or the Practice Manager. If you are not satisfied or your complaint cannot be resolved within the clinic, you may wish to contact the Health Care Complaints Commission.

Contact Details:

Level 17, 53 Albert St, Brisbane QLD 4000

Telephone: 133646