

## Welcome to the Inclusive Health Clinic

Inclusive Health Clinic is a healthcare hub which provides general practice (GP) services.

Our experienced male and female doctors include:

Dr Brian Donohoe  
Dr Jones Chen  
Dr Mary-Jane Stanley  
Dr Jia 'Frank' Cao  
Dr Scott Preston.

Our doctors offer general health consultations as well as many specialist services including:

- Women's Health
- Pregnancy Care
- Sexual Health screening and treatment
- Skin checks
- Mental Health
- Vaccinations.

As a healthcare hub we deliver quality health services that are integrated with other social services, and offer many on-site allied health services including Acupuncture, Massage, Myotherapy and Yoga.

### Address

Shop 2 / 15 Hope Street  
South Brisbane Q 4101  
Phone: (07) 3013 6050  
Email: [admin@inclusivehealthclinic.org.au](mailto:admin@inclusivehealthclinic.org.au)

### Appointments

Appointments are available Monday to Friday 8am – 4pm.

The clinic is open on occasional Saturdays and is closed on Sundays and Public Holidays.

**Please phone 3013 6050 or call into the practice to make an appointment.**

Unfortunately, the clinic does not accept requests for appointments by email.

The clinic offers longer consultations if needed. A standard consultation is 15-20 minutes. If you need extra time to see a doctor please advise reception at the time of making an appointment. Emergencies will always be given priority.

### After Hours and Emergency Care

Patients of this practice can access medical assistance when the clinic is not open by calling call 13SICK (13 7425).

In case of an emergency please call 000.

### Billing

Inclusive Health Clinic is a bulk-billing practice. This means that there are no out of pocket expenses for patients who have a valid Medicare card.

Patients who are Medicare ineligible (for example some overseas students) will be charged a private fee that is the same as the Medicare scheduled fee. This is payable at the time of the appointment. In some circumstances this fee is reimbursable through travel insurance.

Patients with no Medicare card who are experiencing difficult financial circumstances are encouraged to discuss their concerns with our friendly reception staff.

### Test results

Patients will need to make a follow-up appointment to discuss the results of any tests collected as part of a consultation. Results will not be provided over the telephone.

Follow-up provides an opportunity to clarify the meaning of results with the

doctor. It also is a chance to ask any questions about ongoing care.

A patient should never assume that a test result is normal if the clinic has not contacted them.

### **Management of patient information**

Our clinic is committed to maintaining the confidentiality of patients' health information and has a *Confidentiality, Privacy and Management of Patient Information* Policy. This policy ensures that all patient information held by the clinic is protected from misuse, loss and unauthorized access. A copy of this document can be provided on request.

Inclusive Health Clinic regularly engages with local health services, such as local specialists, allied health and hospitals. If required, your GP will provide information about your health, such as a referral letter, to plan and facilitate optimal health care.

### **Patient rights and feedback**

Patients of the Inclusive Health Clinic have the right, and are encouraged, to participate in all decisions about their healthcare.

Please speak to a member of the clinical team, or the administrative staff, if you have suggestions, or would like to give feedback about the service you have received. Talking to the Clinical Nurse Manager or Doctor is often the easiest and quickest way to resolve most problems. Our clinic also has a *Clinic feedback and patient complaints* Policy, a copy of which can be provided on request.

The clinic also has expected standards of behaviour for both its staff and our patients. Mutual respect and safety are paramount and any aggressive or abusive behaviour towards staff members or patients will not be tolerated.

### **Patients who require communication services**

Inclusive Health Clinic offers communication services including a translating and interpreting service (TIS) for non-English speaking patients and AUSLAN (Australian Sign Language) for members of the deaf community.

Patients who require communication assistance are asked to let the reception staff know when making an appointment.