

King Street Medical Centre & Cabarita Beach Medical Centre

PATIENT INFORMATION



Doctors

Dr John Moran
Dr Douglas Warne
Dr Robyn Yabsley
Dr Chris Millar
Dr Anthony Van Dyken
Dr Jacqui Wilson
Dr Laura Kindt

Care Outside Normal Hours

ALL HOURS 7 DAYS, CALL 02 6672 4244.

A doctor from the practices will be on call or information will be given. For emergencies call Murwillumbah Hospital 02 6672 1822.

Appointments

Please ring 02 6672 4244 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. If you or your family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment. Non attendance attracts a \$15 fee so remember to cancel if you cannot attend within 2 hours of your appointment.

Home and Other Visits

Nursing Home visits and Home Visits in special circumstances, can be arranged within a reasonable distance from the practices. Home visits are available for regular patients whose condition prevents them from attending the practices.

Telephone Access

GPs in the practices may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the receptionist staff will advise you when it is likely that the GP will return your call. In an emergency your call will always be put through to a GP.



Practice Contacts

King Street Medical Centre

Address:	14 King St, Murwillumbah NSW 2484	
Phone:	02 6672 4244	Facsimile: 02 6672 4514
Hours:	Monday to Friday	8am – 5pm
	Saturday	8am – 11am
	Sunday	Closed

Cabarita Beach Medical Centre

Address:	22 Tweed Coast Rd, Cabarita Beach NSW 2488	
Phone:	02 6676 1461	Facsimile: 02 6676 2360
Hours:	Monday to Friday	8.00am – 5.00pm
	Saturday and Sunday	Closed

**ALL HOURS
7 DAYS**

02 6672 4244

Emergency Numbers

Ambulance - 000 Police - 000 Hospital - 02 6672 1822

Services Available:

- Checkups
- Minor surgery eg stitching cuts, removal of moles and sun spots
- Family planning
- Nursing Home care
- Obstetric services
- Acute accident and injuries
- Pap smears
- Nutritional advice
- Pregnancy tests
- Sports medicine
- Counselling
- Hearing tests
- Vaccinations
- Skin Checks
- Travel Medicine and Immunisation
- Palliative Care
- Medical Acupuncture
- Spinal manipulation
- ECG-heart check

Fees and Billing arrangements

Fees are payable at the time of consultation by Cash, Cheque, Mastercard, Visa or Eftpos. The billing policy is displayed in the reception area of the surgery. The GPs at our practices bulk bill pensioners and children. Veterans may sign the service voucher. If you have any difficulty in paying our fees, please discuss it with us.

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of these practices to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html

Cultural Background

We encourage you to advise your GP of your cultural background and any special needs.

Quality Assurance

Our practices are committed to quality improvement and are accredited with AGPAL.

Translating and Interpreting Service Available

Information is available from reception staff and in the waiting rooms.

Getting Results of Tests or Procedures

Your doctor will advise when they expect results to arrive at the practice. REMEMBER to call the surgery for results and follow-up treatment.

Reminder System

Our practices are committed to preventative care. Your doctor will seek your permission to be included on our reminder system. 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 part of this system please let your doctor or receptionists know.

Prescriptions/Referrals/Forms

Consultations are required for all prescriptions, referrals and forms so please request extra time for your next visit when making your appointment

Medical Education

King Street Medical Centre is proud to be accredited as a teaching practice for both undergraduate and postgraduate medical education. You will enjoy meeting young and vibrant senior Medical Students and Registrars.

Smoking Policy

These practices have a no smoking policy.



Your rights... if you have a problem we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery, there are several options available including:

1. NSW Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW2012
2. The Medical Registration Board
3. Australian Medical Association (AMA)