

Our patients can access up-to-date information about the practice on our website

PRACTICE DETAILS

Name of Clinic	ROMA DOCTORS
ADDRESS	58 CHARLES STREET, ROMA, 4455
CONTACT	0745108714
FAX	0735478418
Monday to Friday	8.30am to 5pm
WEEKENDS	CLOSED
ALL PUBLIC HOLIDAYS	CLOSED
Email us	Admin@romadoctors.com.au

Appointments

Please call the Roma Doctors on (07) 45108714 to arrange an appointment. Our receptionists will endeavour to arrange an appointment for you with your doctor.

A standard consultation is 10-15 minutes. If you feel that you require a longer appointment, please notify our reception staff when booking.

We always make time for emergency cases despite running an appointment system. Our reception staff need to be informed at the time of booking so appropriate measures can be made for these situations.

When you arrive at the surgery, please check-in with the receptionist before sitting down in the waiting room. If you require urgent medical attention, please notify reception upon arrival.

Fees and Billing

Bulk billing to everyone who holds medicare number for medical consultation. Fees will apply to those who does not have medical card. Fees will also apply to the services that Medicare does not cover

After Hours Services

The ROMA HOSPITAL is available for patients who are in need of medical care after hours please contact them on 0746242700 or Alternatively If you feel your medical condition is an emergency, please dial 000 for assistance.

Home Visits

Home visits are available for regular patients of the practice who are unable to attend the surgery because of their medical conditions. Pleas note this is a limited service only for exceptional circumstances as our doctors are extremely busy with their daily consultations and duties. Please enquire at reception about home visit charges and availability.

Zero Tolerance Policy

Our Practice has a zero-tolerance policy on aggressive and abusive behaviour. Staff hold the right to immediately terminate a phone call if they are a victim of such behaviour

Patient Recalls and Reminders

Our practice is committed to preventative care. Please speak to your doctor about the various health checks offered for preventative health including Skin Cancer checks and age related health checks and assessments. Various brochures on health related topics can be found on our notice board in reception.

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 the reception staff or your doctor know.

Test Results

It is preferable to have a follow-up consultation with your doctor to obtain and discuss the results of tests and any further action that may be required. For some routine tests in healthy patients (such as Pap smears), normal test results may be given over the telephone at the sole discretion of the doctor. If you need to contact our staff for results, we ask you call after 10am. To protect your privacy, reception staff cannot access your full results, only the doctor's comment. Any discussion regarding the result must be with your doctor on appointment.

Telephone Access

Our friendly reception staff are available to make bookings and help in any way. Please phone for an appointment. Our staff will endeavour to give you a time with the doctor of your choice. If you see another doctor and you want your usual doctor to be informed of your visit, please let us know.

Urgent medical problems and emergencies will always be dealt with promptly. This is to ensure that all patients receive optimal care and time during consultations.

Phone access to our doctors is available. However, our doctors can not be disturbed during a consultation and therefore, if you phone, staff can take a message and arrange for the doctors to phone you back. Our Doctors often cope with a large volume of requests on a daily basis; they will return your call at their earliest convenience.

Prescriptions and Referrals

It is not our practice's policy to issue repeat prescriptions if the patient has not been seen for over 3 months. Importantly, this is so the doctor can monitor the medication being taken.

A consultation is required if you wish to obtain a referral to a specialist. This enables your doctor to provide your specialist with appropriate and up to date medical information.

If you require either a repeat prescription or a referral, please phone the receptionist for an appointment or to arrange for these documents to be organised and then collected.

If for some reason you are unable to make an appointment for these services, and have been seen in the last 3 months, prescriptions and referrals can be issued for a small fee. The fee can be found on our website or at reception. We request that 48 hours notice be given for these services.

Car Parking

Ample car parking is available in front of the entrance to the medical centre.

Disabilities

There are disabled parking spaces within the car park. All doors are wheelchair accessible. A disabled toilet is available for use by patients.

Privacy

Your doctor needs information about your past and present health in order to provide you with high quality care. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Your records can only be accessed through written consent and in compliance with the Privacy Policy Act (2000). We comply with Australian Government Legislation, ensuring that the privacy of our patients is maintained. Your doctor needs information about your past and present health in order to provide you with high quality care. It is always the policy of this practice to maintain security of personal health information and to ensure that this information is only available to authorised members of staff. Your records can only be accessed through written consent and in compliance with the Privacy Policy Act (2000). A full copy of our privacy policy is available at reception. Further information is available from the Office of the Australian Information Commissioner on 1300 363 992

Interpretation Services

The Australian Government provides telephone interpreting services for our GPs. We also use AUSLAN service for people who are deaf. 24 hours' notice is usually needed to organise these services.

Your Rights

If you are not entirely happy with a service that has been provided to you, we want to hear about it. We take your concerns, suggestions and complaints seriously and encourage patients to provide feedback to assist us in providing exceptional care and service to our patients.

Please feel free to talk to your Doctor or any of our staff or you may also prefer to use our suggestions box situated in the waiting room alternatively you can also write in to us.

For all formal complaints, please provide details in writing addressed to the Practice Manager.

ROMA DOCTORS

58 CHARLES STREET

ROMA

4455