

About Our Practice

PRACTICE NURSES – Our Practice Nurses can assist with test result information, procedures and dressings as well as educational information and general advice. All emergency patients are triaged by our highly skilled Nursing Staff.

RECEPTION STAFF – Our receptionists are trained to ascertain your needs in a respectful and friendly manner. Always keeping in mind your privacy and confidentiality. Please advise our reception staff if you are in pain or distressed on arrival of your appointment.

NOTICEBOARD– We have a noticeboard located near the entrance for any workshops/health news that may interest our patients and community.

COMMUNITY SERVICES – Located in the waiting room is a printer cartridge recycle box for your convenience to recycle your cartridges. Also bring in your old prescription glasses to be recycled and redistributed to people in need, a great humanitarian project.

AFTER HOURS –In case of emergency, please contact **000** or your local hospital. Alternatively you may call 13HEALTH (13 43 25 84) for free medical advice from a Health Professional.

SCUH – 5202 0000

Nambour Hospital – 5470 6600

Gympie Hospital – 5489 8444

Noosa Hospital – 5455 9200

Our Doctors

DR PHILLIP BARKER – MBBS

Specializes in Skin Clinic and Minor Surgery,
Laceration Repairs, Women and Men’s Health,
Preventative Health

DR JOHN WARREN– MBBS

Special interest in Anesthetics, Obstetrics and
Gynecology, Antenatal, Psychiatry, Orthopedics and
Accident and Emergency, Preventative Health

Consulting Hours

Mon, Thurs, Fri– 8:00am to 6:00pm

Tues, Wed– 8:00am to 5:00pm

Saturday – 9:00am to 1:00pmm

Public Holidays - Closed



Cooroora Family Health

**5/3 Station Street
Pomona QLD 4568**

Phone: 5485 1321

Fax: 5335 1281

Email:

admin@cooroorafamilyhealth.com.au

We Endeavor to provide a high quality of up to date health care in a relaxed and friendly atmosphere. We also offer continuity of care and a prevention approach to health care.



**Cooroora Family
Health**

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BILLING – We are a Mixed Billing Practice with Bulk Billing available to concession card holders, ATSI, DVA and children under 16. There are possible charges for Specific Requests or Treatments such as INR tests, Dressings, Sutures, Plaster Casts and other treatments. Please ask for our fees at reception.

COMMUNICATION – Phone calls, Faxes and Emails are accepted during our consulting hours. We will respond by return Phone, Fax or Email whichever is preferred. For our patients who cannot speak English, We are able to access a Telephone Interpreting Service which will assist us in understating what that patient needs. The National Relay Service is also available for voice calls and listen calls.

ACCESS TO YOUR MEDICAL RECORD – Please discuss with your doctor if you require your medical records. If you require your medical records from another Practice, Specialist or Hospital, please ask our friendly reception staff. It is as simple as signing a request form and we will do the rest! My Health Record will store basic information regarding medications, allergies and diagnosis so it can be easily accessed by Hospital or other Doctors in Australia. Please speak with your Doctor to arrange this.

PRIVACY POLICY – We maintain security of personal health information at all times to ensure that this information is only available to authorized members of staff. Your medical record is a confidential document. A copy of our Privacy Policy is available on request.

DEMOGRAPHICS – Any changes to your basic details, example address/phone number/status/name, please make our reception staff aware for updating.

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PREVENTATIVE MEDICINE – Our Practice will use health screening and preventative measures to help you maintain ongoing optimal health. Your Doctor will, at various times, check appropriate preventative measures.

RECALLS - Cooroora Family Health offers a Recall System, this system is used for reminders as well as to advise you of any information or investigations that the Doctor would like to discuss with you. If you do not wish to be part of this system, please advise us in writing. We encourage our patients to contact the surgery three days after tests are performed if they are concerned about a result.

REFERRALS – This practice has an extensive list of Specialists, Hospitals and Allied Health Professional which are updated on a regular basis. If you require a referral from one of our GP's please speak with them when you are in your consult and we will be able to send the referral via Medical Objects, Fax or Email, all of which are secure to protect your privacy.

X-RAYS – Your Medical Imaging Films belong to you and they will be given to you to keep after they have been reported on. Please be sure to store them safely and flat at home.

SCRIPTS – Please check with your Doctor if you are able to request a script without an appointment, If this request is approved then 24 hours' notice is required.

HOME VISITS – Home visits can be organised through prior arrangements, If you are unable to attend the surgery and are within the local area.

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APPOINTMENTS – When making an appointment, please consider the length of time you need. Both long and short appointments are available with our Doctors. We endeavor to accommodate all emergencies even when fully booked. Please be advised, if you miss two consecutive appointments then a \$25 charge will be incurred and will need to be paid before another appointment will be accepted.

TRANSLATOR & INTERPRETER SERVICES – WE HAVE ACCESS TO THESE SERVICES TO MAKE COMMUNICATION EASIER FOR YOU AS WELL AS THE NATIONAL RELAY SERVICE FOR THOSE WHO ARE HEARING IMPAIRED

TREATMENT ROOM – Our Practice Nurses are on duty to handle any emergencies that may arise. Please make sure you book appointments for Dressings, Ear Wash Outs and Removal of Stitches. Bloods and Specimens are also collected through our Treatment Room.

PATIENT FEEDBACK – Patient Feedback and/or Complaints are encouraged so that we may provide the best service possible. We have a suggestion box in the waiting room, Please feel free to make your thoughts known. If you wish to make a formal complaint, please speak with our Practice Manager who will address your complaint seriously. If you have no satisfaction, complaints can be made to the **Health Ombudsman on 133646.**