

Practice Information Book



“Acacia, our native plant, is resilient and versatile, adapted to harsh conditions, much like rural communities. Our service is a new business that has grown out of this community that will have the resilience to thrive here.”

Connection is key to the health of individuals and communities. We want to provide best practice health care as well as improve access through connections to all health services”.

Our Clinic Hours:

Monday, Tuesday, Thursday, Friday 8am - 5pm
Wednesday 8am - 1pm
Wednesday 5pm - 8pm (Telehealth appointments)
Sundays/Public Holidays closed.

Our Contact details:

4b Wills Street, Charleville QLD 4470
Ph: (07) 4599 7658
Email: admin@acaciacp.com.au
Website: www.acaciacp.com.au

Practitioners



Dr Kathleen "Katie" Chang

I've been a GP for more than 10 years, and a doctor for more than 15, working in rural Queensland and the Northern Territory.

I grew up on a cattle property on Geynyon Country, South of Warwick on the Darling Downs & studied in Brisbane at the University of Queensland for undergraduate then medical degrees. As well as GP training I completed training in anaesthetics & palliative care.

I am passionate about improving access and quality service to rural Australians. I love primary care because I see people from all ages & all walks of life, and I love to help them feel better and stay well.

We love the red dirt, big sky country here in Bidjara lands & the amazing people who call this home!



Dr Jiun-Horng "Paul" Chang

I came to Australia after I completed a master's degree in science, in cancer research. I worked for Melbourne University, Cancer Council and Queensland Institute of medical research.

I became a doctor after graduating from Griffith University Medical School in 2011. I have worked in rural Queensland & Northern Territory.

I am a GP and a Fellow of Australian College of Rural and Remote Medicine, with Advanced Skill Training in Emergency Medicine. I am passionate about providing high quality, continuity of health care in rural Australia. I'm also passionate about medical education. We've been working in Charleville for 6 years. We look forward to providing high quality health care and contributing to building a strong healthy community in Charleville.

Our Fees

We are a private billing clinic. The fees below will apply.

Weekdays:

Standard Consult (Item 23)	\$90.00
Medicare Rebate	\$41.40
Long/ Complex Consult (Item 36)	\$150.00
Medicare Rebate	\$80.10
Pro Long/ Complex Consult (Item 44)	\$200.00
Medicare Rebate	\$118.00

DVA pts will be Bulk Billed

Children under 16 and Government Concession Card Holders will be bulk billed after 2 annual fees have been paid.

We can process your Medicare rebate immediately with Tyro or within 24 hours via online claiming.

Please see our receptionists for fees regarding other treatments or appointments. **(e.g. Cortisone/ Steroid Joint Injections, Full Body Skin Checks, Childhood and Adult Immunisations)**

Appointments

Please phone (07) 4599 7658 for an appointment or use our online booking system www.hotdoc.com.au We run by an appointment system to minimize your waiting time. Emergencies will be given priority; urgent walk-ins will be triaged appropriately and our reception staff will attempt to contact you if there are any issues relating to your appointment. A routine appointment is 15 mins. Due to unforeseen circumstances, such as an emergency, sometimes delays can occur. Your patience would be appreciated if this should happen before your appointment. If you require a longer appointment, please advise reception when booking. Under certain circumstances a Telehealth appointment may be available to you. Please discuss this with our reception staff.

After Hours

For after hours health care; we recommend you call the **Health Contact Centre 13Health**. For emergency service please call **000** or report directly to the **Charleville Hospital**.

When booking appointments, things to consider

Do you have a fever, cough, sore throat, trouble breathing, or otherwise feel unwell? Please tell reception staff about your symptoms and if you have been in contact with a confirmed case of an infectious condition eg. COVID, Influenza.

Cancellations/No Shows

If you are unable to attend your appointment, please contact the practice at least 2 hours before the appointed time, so that we may re-book the appointment and make another appointment for you. If you do not present for your scheduled appointment without advising us this may incur a "Did Not Attend" fee of \$50.00. There will be no Medicare rebate.

Home Visit and Telephone Access

Home visits can be available for our regular patients whose condition prevents them from attending the surgery. A home visit can be arranged at a convenient time, usually during the doctor's lunch break or at the end of their session. It is best to ring early in the morning if a home visit is required and doctor agrees.

Management of your Health Information

Your medical record is confidential; however, Acacia Country Practice is required to electronically provide certain medical information to other medical organizations i.e. Australian Immunisation Register and My Health Record. All information at Acacia Country Practice is handled according to the Privacy Act and privacy policy which is available on our website.

Transfer of Records

Are you a new patient of Acacia Country Practice and would like your medical records transferred to us from another practice? Please ask reception staff for a Transfer of Medical Records Consent form and they will assist in your transfer of medical records. This procedure may incur a cost if records are transferred via registered mail. Nil cost if records are received electronically.

Communicating With Our Patients

Your doctor is available by telephone: however, calls to the doctor can sometimes inconvenience patients while having their consultation so a message will be taken. In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to the nurse and triaged accordingly. Messages may be left for the attention of the doctor and will be returned as soon as possible. Emails are checked constantly throughout the day. Please do not email us regarding an urgent matter or for an appointment.

Referrals

We prefer to discuss your condition with you before referring you to a specialist. If you have previously seen a specialist and need a repeat referral you will need an appointment with your doctor to obtain this.

Receiving Results

It is the policy of this practice to have all patients return for a consultation for their results. In some circumstances your doctor may be happy to offer you a Telehealth consult to receive results. You will receive a health message from HOTDOC advising you to make an appointment to follow-up on your test results.

Reminder System

We know in the busy world we live in it can be difficult to remember doctor's appointments for ourselves or other family members. If you are due for a reminder for cervical screening, immunizations, blood tests or other preventative health services you will receive a health message from HOTDOC reminding you of this. Our practice also participates in National screening reminder system.

Translation Services Available:

Translation & Interpreter Service (TIS) non-English-speaking background. Ph: 131 450 <https://www.tisnational.gov.au/>
Interpreting service is available for patients who are deaf and use Australian Sign Language (AUSLAN). 1800 246 945 or [the NABS website](#) for further information.

Patient Feedback

Our goal is to provide a quality and caring service in a comfortable and happy atmosphere. Therefore, if you have any concerns or suggestions, please, click on the below QR code or write to:

Practice Manager

Lauren Brennan

Acacia Country Practice

Email: admin@acaciacp.com.au

Ph: (07) 4599 7658



We genuinely wish to hear from you. From time to time this practice invites patients to complete questionnaires on their view of the practice and how it could be improved. These surveys are completely confidential and help us to our service. We believe that problems are best dealt with through the practice. We want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you may prefer to contact the Office of the Health Ombudsman.

PO Box 13281, George St, Brisbane Qld 4003.

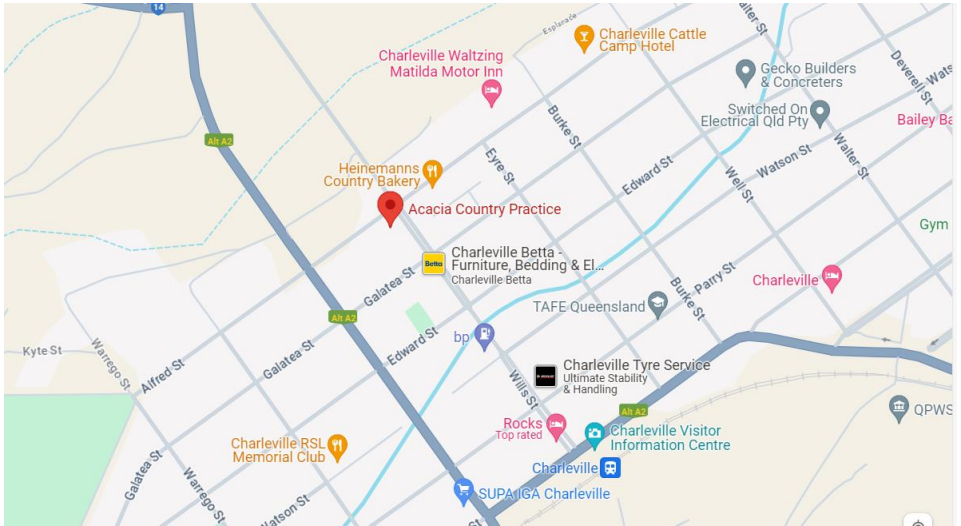
Website: www.oho.qld.gov.au

Email: info@oho.qld.gov.au

Phone: 133 OHO (133 646)

Our location

4b Wills Street, Charleville QLD 4470





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country practice