



### After Hours

If you have an URGENT medical problem outside our clinic hours, please telephone the Home Doctor Service on **13 74 25** or alternatively, contact the after hours GP helpline on **1800 022 222**. In a **medical emergency**, call **000** to request an ambulance.

### FEES

Current fees are displayed in the waiting room and on our website:  
**nambourclinic.com.au**

At Nambour, Woombye and Palmwoods Clinics, the fees cover the cost of providing you with a high-quality healthcare service, equipment and facilities, practice nurses and reception staff who are committed to ongoing professional development. The tenant doctors at this practice are independent medical practitioners and medical fees are charged at the discretion of the doctors.

At the discretion of the doctor, standard consultations for children 15 years of age and under, DVA patients and selected nurse appointments will be bulk billed. Aged Pensioner Concession Card holders may be bulk billed or charged a discounted consultation fee at the discretion of the treating doctor. Fees will apply for other services.



*We acknowledge the traditional custodians of the land in which we work and live, and recognise their continuing connection to land, water and community. We pay our respects to Elders past, present and emerging.*

### Feedback

We value your feedback and our practice is committed to using your comments and suggestions to help us improve our service.

Patient complaints should be directed to the Practice Manager or the Office of the Health Ombudsman on **133 646**.

QML pathology  
collection available at Nambour Clinic  
– Monday to Friday mornings  
(subject to QML staff availability)

### Emergencies

In an emergency  
please call **000**



## NAMBOUR CLINIC FAMILY MEDICINE

FAMILY MEDICAL PRACTICE

*Our friendly family medical practices are committed to the highest standard of continuing care. We strive to provide excellent service in a congenial atmosphere where concern and care for patients' health needs are of paramount importance.*

[nambourclinic.com.au](http://nambourclinic.com.au)  
[enquire@nambourclinic.com.au](mailto:enquire@nambourclinic.com.au)



### Book Online

Go to [nambourclinic.com.au](http://nambourclinic.com.au)

Click **Book Appointment Online**

### Nambour

6 Sydney Street, Nambour Qld 4560 Phone: **5441 1455**

### Woombye

27 Blackall Street, Woombye Qld 4559 Phone: **5442 2500**

### Palmwoods

9 Margaret Street, Palmwoods Qld 4555 Phone: **5457 3788**

Fax (All Clinics): 5441 7013



## OPENING HOURS

### Nambour Clinic

|                          |                   |
|--------------------------|-------------------|
| Monday to Friday:        | 8:00am to 5:00pm  |
| Saturday:                | 8:00am to 12:00pm |
| Sunday & Public Holidays | Closed            |

### Woombye Clinic

|                  |                  |
|------------------|------------------|
| Monday to Friday | 8:00am to 5:00pm |
|------------------|------------------|

### Palmwoods Clinic

|                   |                  |
|-------------------|------------------|
| Monday to Friday: | 8:00am to 5:00pm |
|-------------------|------------------|

Please notify us at least 2 hours in advance if you need to cancel or change your appointment.  
A fee will be charged for late cancellations and missed appointments.

## DOCTORS

|                                                         |                              |
|---------------------------------------------------------|------------------------------|
| Dr Hannah Bourke                                        | Dr Edward Scott              |
| Dr Tim Bradshaw                                         | Dr Hilma Starostina          |
| Dr Glynn Moseley                                        | Dr David Brown               |
| Dr Bryan Connor                                         | Dr Justin Sissing            |
| Dr John Harris                                          | Dr Nathan Sherry (Registrar) |
| Dr Sebastiaan Lambooy                                   | Dr Lisa Mathison (Registrar) |
| Dr Paul Lanham                                          | Dr Joshua Lim (Registrar)    |
| Dr Bryan Palmer                                         | Dr Tom Ormrod (Registrar)    |
| <b>Dr Matheesha Ranaweera – Vasectomy bookings only</b> |                              |

## Privacy

Your medical record is a confidential document. 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. If you would like to see a copy of our Privacy Policy, please ask at Reception. For preventative health management, this practice submits patient data to various disease registers. Please advise us if you choose to “opt out” of this service.

## SERVICES AVAILABLE

*A wide range of services are available, including:*

|                                                     |                                              |
|-----------------------------------------------------|----------------------------------------------|
| Men's, Women's and Family Health                    | Chronic Disease Management                   |
| Family Planning & Antenatal Care                    | Veterans' Care Program                       |
| Child Health & Immunisation Clinic                  | INR Tests                                    |
| Travel Medicine                                     | Wound Care & Dressings                       |
| Q Fever & Yellow Fever Immunisation                 | Medicals, including Pre-employment Medicals, |
| Skin Checks                                         | Commercial Driver's Licence                  |
| Minor Procedures                                    | Drug & Alcohol Testing                       |
| ECG, Spirometry & Audiometry Testing                | Vasectomies                                  |
| Diabetes Clinic                                     | Weight Loss Clinic                           |
| On-site Pathology Collection (limited availability) | Allergy Care                                 |
| Fracture Diagnosis & Management                     |                                              |
| Aboriginal & Torres Strait Islander Health Checks   |                                              |

### Appointments

Please remember when making your appointment to advise reception staff if you need extra time with the doctor. You may need a long appointment for a medical, procedure or complex or multiple medical problems. Telehealth appointments may be available – please ask our staff.

### Reminder and Recall System

You may be contacted by phone, SMS, email or post regarding a regular check, to review results or to remind you of an appointment. The doctor may want to see you following pathology tests, radiology test and specialist consultation to discuss further planning of your medical care.

### Home Visits

Home visits are for patients who are housebound or too ill to attend the clinic. If required, please discuss with reception staff.

### Telephone & Electronic Communication

If you need to speak to a doctor on the phone, please discuss your request with reception staff. Emails are routinely answered within two business days. Patients should not use email to contact the practice in an emergency. There are risks associated with electronic communications and there may be a risk that the communication could be read by someone other than the intended recipient. Your privacy and confidentiality may be compromised. If you wish to “opt out” of electronic communication with the clinic, please notify our staff.

### Prescriptions

If you require a prescription, please contact the clinic or request your prescription via our website.

