



Patient Information

Welcome to Bowen Doctors, thank you for choosing our practice. We are committed to providing safe, respectful and high-quality healthcare for you and your family.

Dr Ramy Ibrahim
Dr Jude Eri
Dr Nizreen Kariapper
Dr Mostafa Abdelghaffer
Dr Unni Krishnan Rajappan
Taryn Dukes Nurse Practitioner

Contact Us:

Address: 37 George Street, Bowen Qld 4805

PHONE: (07) 4785 1533

Email: reception@bowendoctors.com.au

Website: www.bowendoctors.com.au

Our Hours: Monday to Friday 8.30am – 5.00pm

Appointments can be booked: Online via the practice website, Hotdoc, over the phone or in person by visiting the practice. Please let us know if you require:

- A longer appointment
- An interpreter
- Wheelchair access
- Assistance with communication or mobility
- If you cannot attend, please notify us as early as possible.

Fees & Billing: We are a mixed billing service, which means for general practice appointments, you pay the GP's fee in full, and you may receive a rebate from Medicare. Bulk Billing is available for pension and health care card holders.

Consultation type	Item Number	Cost	Medicare rebate
Short Consultation	3	\$42.00	\$20.05
Regular Consultation	23	\$85.00	\$43.90
Long Consultation	36	\$135.00	\$84.90
Extended Consultation	44	\$168.00	\$125.10
Telehealth		\$85.00	\$43.90

After hours consultation fees are incurred for any appointments before 8am weekdays, after 1pm Saturdays and all-day Sunday appointments.

Telehealth will be available to those who have been seen in person within the last 12 months, to allow your doctor to provide best practice medicine.

Telehealth consultations with parents and carers are only eligible for Medicare rebates if the child or patient is present for the appointment.

Cancellation Policy: We understand that unplanned issues can arise, and you may need to cancel an appointment. Should this occur, we respectfully ask that scheduled appointments be cancelled at least 2 hours in advance. The Doctors want to be available for your needs and the needs of other patients. When a patient does not show for a scheduled appointment, other patients lose the opportunity to be seen. It is crucial that you notify us of our cancellation, at least 2 hrs prior to your appointment time, to avoid the \$50.00 cancellation fee.

Bowen Doctors Services

Our dedicated doctors provide a wide range of general healthcare services, from routine check-ups to ongoing management of chronic conditions. We focus on your overall well-being and work with you to maintain a healthy lifestyle.

- Family Medicine
- Men's Health
- Women's Health
- Immunisation
- Medicals
- Chronic Disease management
- Health Assessments

After Hours Care

Bowen Hospital
61-65 Gregory Street,
Bowen, QLD 4805
PH:07 4789 8222

For Emergencies Call: 000

Interpreter Services

Professional interpreters can be arranged free of charge. Please, advise reception when booking your appointment.

**Presence of a Third Party During Your Consultation**

You may have a family member, carer or support person present during your consultation. Your doctor may also recommend a chaperone where appropriate. Your consent will always be obtained, and your privacy and confidentiality will be respected.

Repeat Prescriptions, Referrals and Test Results: It is the policy of this clinic that all prescriptions, referrals or test results require an appointment. In the event your result is urgent or you require any type of follow up, our Practice nurses will be in contact with you either via telephone or SMS.

Telephone & Electronic Communication: Doctors are unable to take telephone calls while consulting with other patients, as this would interrupt their appointment. If you need to discuss a medical concern or require advice, please book an appointment with your doctor so they can give you their full attention. Our reception team may also recommend speaking with a practice nurse if appropriate. You may email the clinic for general enquiries. Our emails are dealt with in a 24-hour time period during surgery hours. In certain circumstances we may communicate via email with you. In exchanging your information, you acknowledge that email is not recognised as a secure method of communication, and we cannot guarantee the confidentiality of your information. Do not use email communication in the event of an emergency.

Privacy and Your Rights: Bowen Doctors is committed to maintaining the confidentiality and security of your personal health information at all times. A copy of the Privacy Policy is available on the clinic website. Bowen Doctors abides by the 13 Australian Privacy Principles - Australian Privacy Principles - Home (oaic.gov.au) The clinic is committed to reserving your rights as a patient and abides by the Australian Charter of Health Care Rights - Australian Charter of Healthcare Rights | Australian Commission on Safety and Quality in Health Care

Reminder System: Bowen Doctors is committed to preventative health care. You may be issued with a reminder notice from time to time, offering you preventative health care services. The doctor will seek your permission to be included on this reminder system or state/territory reminder systems or registers. If you do not wish to receive reminders, please advise the doctor or let the reception team know.

Feedback & Complaints: If at any time you wish to provide feedback on the service you have received, please speak to the Practice Manager via telephone 07 4785 1533 or email reception@bowendocors.com.au. If your concerns cannot be resolved within the practice the Office of the Health Ombudsman (OHO) can be contacted if you have a complaint or notification to make about a health service provided in Queensland. The OHO is an independent body established under the Health Ombudsman Act 2013 - oho.qld.gov.au The Australian Health Practitioner Regulation Agency (AHPRA) ahpra.gov.au can be contacted to make a notification about a registered health professional.

Accessibility

Please let us know if you require:

- Wheelchair access
- Hearing assistance
- Vision assistance
- Interpreter services
- Other support

Your rights:

You have the right to:

- Be treated with dignity and respect
- Receive safe, high-quality healthcare
- Participate in decisions about your care
- Privacy and confidentiality
- Ask questions and receive information you understand

Your Responsibilities:

Please:

- Treat our staff respectfully
- Provide accurate health information
- Keep your contact details up to date
- Arrive on time
- Notify us if you cannot attend your appointment