



Care Policy

Hours

We open for consultations Monday to Friday between 9am and 5pm. See [Our Services](#) on our website for each practitioner's normal schedule.

Consultation

We encourage time with your practitioner and regular visits that help us get to know you in good health so that we can manage your health proactively and help you identify potential health concerns before they become problems.

In therapy we also encourage regular proactive contact for the period agreed by you, your practitioner and referring doctor.

Scheduling

We encourage you to schedule your next planned visit such as a health review before you leave the practice and at least three weeks in advance if you receive a reminder or recall for a specific reason. This helps us monitor availability for acute access when you need to see your practitioner urgently and access for new patients.

Please provide seven days notice when rescheduling appointments so your time can be offered to another patient or a cancellation fee may be incurred.

Payment

Payment is required at the time of your consultation, and applicable Medicare Online rebates can be submitted at this time if your bank account is registered with Medicare. We accept EFTPOS, Cash and Cheque payments.

Communication

Our preferred means of communication is by **telephone**. This allows us to clarify your request and give your appointment needs appropriate priority. If you have a genuine emergency and require urgent medical attention during office hours your call will be transferred to a medical practitioner.

A consultation and examination is required for any medical matter including the completion of documents. This allows enough time to be allocated to complete your request. Please only use reception@nautilushealth.com.au for medical matters where you have made a prior arrangement with your practitioner. Skype and Phone consultations are also available when arranged directly with your practitioner.

Prescriptions, Referrals and Results

Please discuss these matters in your planned visits.



Health Promotion Activities

We use both State and Federal Registers and our own electronic reminder system for your preventative health activities. We require your written consent to be placed on these reminder systems or removed from them. Once given, we request that you act on SMS and Email reminders in a timely fashion so that we maintain accurate records for you.

We send you an SMS reminder 3 weeks before your Health Review is due. When you receive your SMS you can book your health review online or call reception.

Outside Normal Hours Care

If you have a new or worrying problem that can wait until the practice re-opens you can call the practice at 9am for a same day appointment use our website or the Appointuit App to book an appointment online. **If you have an emergency that can't wait, dial 000 or go directly to the Townsville Hospital.**

National Home Doctor Service 13SICK is available after 6pm for non-critical care and in this circumstance we recommend you make an appointment for follow up care at Nautilus Health.

Interpreter

Let reception know three weeks prior to your appointment if you require an interpreter or have special needs based on your cultural background.

Privacy and Confidentiality

Our practice places high priority on privacy and confidentiality of your health information and we abide by the [APP Privacy Policy](#). We use CCTV surveillance for our security and your protection; your information is confidential unless you authorize its release or it's release required by law.

Feedback and Improvement

Please ask us if you have any questions about our service.

For more information about your health care rights, email info@oho.qld.gov.au

Clinical Team

Dr Raymond Mullen
Integrative medicine

Jennifer Mullen
Integrative Psychotherapy

Dr Abid Vatani
General Practice

Nicole Pierotti
Psychology

Sally O'Brien
Clinical Psychology

Location

13 Warburton Street,
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Contact

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