

## Care Policy

### **Hours**

We open for consultations Monday to Thursday between 8:30am to 4:30pm & Friday 8:30am to 12:30pm. We are closed for lunch and our phones are switched off on Monday to Thursday from 12:30 to 1:00pm.

### **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 a problem.

In therapy we 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 when you need to see your practitioner for acute care and access for new patients.

You can book health reviews, acute care and ongoing therapy online.

### **Re-Scheduling**

Call early in the day if you have booked an appointment for **acute care** online or the day prior and your child is well again, for example. Please provide **seven days notice** when rescheduling all other planned appointments so your time can be offered to another patient waiting to be seen or a cancellation fee may be incurred.

### **Payment**

A schedule of common fees is available at reception. Payment is made at the time of your consultation. Fees are paid in full and Applicable Medicare Online rebates will be submitted at this time and go to your bank account if it is registered with Medicare. We accept EFTPOS and Cash 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.

Use [reception@nautilushealth.com.au](mailto:reception@nautilushealth.com.au) for medical matters **only** where you have made a prior arrangement with your practitioner. Telehealth consultations are available where your practitioner deems an in-person consultation and examination is not required. Call reception for further advice.

## ***Prescriptions, Referrals and Results***

Please discuss these matters in your planned visits.

## ***Health Promotion Activities***

We use Genie Medical Solutions as well as enrolment in government registers to remind you of preventative health activities and investigations. We require your written consent to be placed on these reminder systems or to be removed from them. Once given, we request that you act on SMS, Email and reminders by phone in a timely fashion so that we maintain accurate records for you.

We send you an SMS reminder at least 3 weeks before your Health Review is due. When you receive your SMS please book your health review online or call reception promptly to reserve a convenient time.

## ***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 8:30am for a same day appointment, use **our website** or the **Appointuit App** to book online. ***If you have an emergency that cannot wait, dial 000 or go directly to the Townsville Hospital.***

**House Call Doctor – 13 55 66** is available after 6pm weekdays and over the weekend for non-critical care. 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 including those 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](#). Your medical records are protected and stored electronically using Genie Medical Solutions. We use CCTV surveillance for our security and your protection. Your information is confidential unless you authorize its release or if it is required by law.

## ***Feedback and Improvement***

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

## ***Clinical Team***

*Dr Raymond Mullen* **Integrative Medicine**

*Jennifer Mullen* **Integrative Psychotherapy**

*Harry Normand* **Myofacial Massage**

## ***Location***

Nautilus health is located at 13 Warburton Street, North Ward QLD 4810

## ***Contact***

P 47212022 F 47212066 [reception@nautilushealth.com.au](mailto:reception@nautilushealth.com.au)

***June, 2020***