

Patient Information Leaflet



FOREST LAKE LOCAL DOCTORS

Our Aim

Our aim is to give our patients a better understanding of all aspects of their health and wellbeing.

Our Team

Dr San Ku

MBCHB, FRACGP, FRNZCGP, PGDipOMG, SChP (Sydney)

Kathie - Receptionist

Violet - Receptionist

Leo - IT support

Gwen - Practice nurse/admin

Practice Opening Hours

- Monday to Friday 7am – 5pm
- Saturday 8am – 1pm

Practice Opening Hours

Our practice operates on an appointment basis. Standard consultations are 15 mins. We offer an online booking system, which can be accessed via our website or from your mobile device, and is available 24 hours a day, 7 days a week. You can download the “Hot Doc App” for iPhone and Android. Alternatively, you can call our staff on 07 3705 6701 to make an appointment.

Telephone Policy & Telehealth (Telephone Consultation)

Most issues are best dealt with in consultation with your doctor. Please inform our reception staff if your call is urgent. Your call will be transferred to your usual doctor for triaging. If you are a new patient your initial consultation needs to be face-to-face consultation. Telehealth (Phone consult) is available for existing patients.

After Hours

Outside normal consultation hours and Sunday please call Hello Home Doctor Service on 134100 for any medical attention

Emergencies

Please dial 000 or attend the nearest hospital in an emergency. The nearest hospitals to our practice is QE II Hospital.

Prescription, Referrals and Forms

For new patients, an appointment with the doctor is required for all prescriptions, Referrals and Forms. For existing patients, repeat scripts and continuing referrals can be ordered through telehealth consultation.

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Investigation & Test Results

All results are viewed by the treating doctor. We use Hotdoc reminder or SMS service to advise you if you need to see a doctor about your test results. We ask that patients follow up results with a GP appointment when required.

Recalls & Reminders

We use Hotdoc reminder, phone calls or SMS to let you know when you need to attend for a re-occurring test or follow up appointment. This reminder may be for a care plan, immunisation, cervical screening for a follow up for a medical condition.

Patient Feedback and Complaints

We may invite patients to complete questionnaires from time to time in relation to our practice and services, and how you think we can improve. These surveys are confidential and assist us to continually improve our practice. However, if you have any concerns or suggestions please feel free to contact our practice manager. The Office of the Health Ombudsman can be contacted on 133646 or <http://www.oho.qld.gov.au/>.

Our Services

General Medical Consultation & Advice | Surgical procedures/minor surgery | Family care/Family planning

Women's Health | Maternal Health Services | Contraceptive Services | Antenatal Share Care

Cervical Screening tests | Men's Health | Children's/Paediatric Health | Mental Health

ECG and Spirometry | Work Cover | 45-49 yo Health checks | 75 yo+ Health checks | Aboriginal and Torres Strait Islander Health

Drivers Medicals | Travel Health | Vaccinations for all ages | Flu Immunisation | Preventive Care | Ear syringing

Patient Privacy and Complaint Handling

For information on how we collect, use, hold and share your personal information please visit our website www.forestlakelocaldoctors.com.au and download a copy our Privacy Policy under the "Forms" tab. You can also collect a copy from reception. For complaints please speak to our manager or refer to our website for further information.

Patient Privacy

Your medical records are confidential. Our policy is to maintain security of your personal health information at all times. In the interest of providing quality healthcare we are developing a privacy policy that complies with the Commonwealth Governments legislation and recognises the rights of our patients to privacy. Copies of the Centre's privacy policy will be available from our Reception team.

Wheelchair Access and Car Parking

Free Parking for our patients is available at the front of our Practice. Our practice has been designed for wheelchair access via our front entrance.

Home Visits availability

Home visits are available for palliative care, or for unwell patients at Doctors discretion

Walk In Appointment availability

Walk In patients are welcome during opening hours but patients with appointments are given priority unless it is of an urgent matter.

We look forward to welcoming you to FOREST LAKE LOCAL DOCTORS

Appointments: 07 3705 6701 | After Hours: 134100 (Hello Home Doctors Service)

4/85 Joseph Banks Ave, Forest Lake, QLD 4077 | <https://www.forestlakelocaldoctors.com.au>