

CONTACT US

14 Daniel Street
Nambour QLD 4560
Phone: 07 5441 4033
Fax: 07 5441 6896
Email: reception@nambourmedical.com.au

Surgery Hours

Monday-Thursday: 8.00am-6.00pm
Friday: 8.00am-5.30pm
Saturday: 8.00am-11.30am
Closed Sundays and Public Holidays

After Hours

For urgent medical attention after hours, call National Home Doctor 13SICK on 13 74 25.

Parking & Accessibility

Additional patient parking is available on the vacant block beside the practice. The practice is wheelchair accessible and a wheelchair is available on site.

Feedback or Concerns

Please contact the Practice Manager on 07 5441 4033 or reception@nambourmedical.com.au. If you remain concerned, you may contact the Office of the Health Ombudsman on 13 36 46.

OUR PRACTICE

Our philosophy is to provide thoughtful medical care to individuals and families, keep up to date with medical innovations, and provide efficient, personalised advice.

Practice Doctors

Dr Andrew Wall
Dr Justine Lutkin
Dr Liz English
Dr Ben Mezzacappa
Dr Rowan Casella

Contractor Doctors

Dr Taye Chai
Dr Alicia Lorenz
Dr David Gillis
Dr Ben Tay
Dr Alison Hanks

Practice Team

Practice Manager: Myra
Practice Nurses: Shelley, Rachel, Michelle, Krystal & Renee
Reception: Tara, Tamara, Naomi, Kylie & Laura

Teaching Practice

Our doctors support postgraduate teaching and learning and regularly have doctors completing Fellowship training in General Practice.

NAMBOUR MEDICAL CENTRE

PRACTICE INFORMATION



We Care, We Commit

07 5441 4033

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APPOINTMENTS & COMMUNICATION

Appointments

Nambour Medical Centre operates an appointment system. Urgent medical problems are dealt with promptly, and appointments are reserved each day for urgent cases. We will endeavour to offer an appointment with your preferred doctor; however, availability may vary due to part-time hours, leave or study commitments.

The usual consultation time is 10-15 minutes. If you feel you require more time, please request a longer appointment when booking. Longer appointments attract a higher fee and Medicare rebate.

Telephone Calls and Results

Reception staff can assist with bookings and messages. Doctors may be unable to take calls while consulting and, where appropriate, staff can arrange for your doctor to return your call.

Please phone for results after 11.00am. To protect your privacy, reception staff can access only the doctor's comment, not your full result. Any discussion about a result must occur with your doctor during a consultation.

Please allow at least 24 hours for prescription requests.

Prescriptions & Referrals

Please allow at least 24 hours for prescription requests. Referrals are not back-dated; please make an appointment with your regular doctor before your specialist appointment.

Home Visits

Doctors prefer current patients to attend the practice where possible. In specific urgent or emergency circumstances, a home visit may be considered at the discretion of the treating doctor. Home visits are not a routine service.

Skin Checks

Our doctors encourage regular skin checks and review of any lesion that changes in colour, shape or appearance.

PATIENT CARE & SERVICES

Preventive Health

Our practice is committed to preventive care and may send reminders for health services appropriate to your care. Please advise reception or your doctor if you do not wish to participate in the reminder system.

Health Assessments

Our nurses provide health assessments for eligible patients, including patients aged over 75 years and 45-49 years. These assessments are combined with a review by your doctor.

First Nations Health

A bulk-billed comprehensive health check service is available for Aboriginal and Torres Strait Islander patients of all ages, including assessment, recommendations and access to relevant allied health services where appropriate.

Interpreter & Access Needs

If you require an interpreter or have additional communication or access needs, please advise reception so appropriate assistance can be arranged.

Patient Rights

Patients have the right to refuse treatment, advice or a procedure. Our doctors discuss treatment options and alternatives and support patients seeking another medical opinion.

Respiratory / Gastro Symptoms

Patients with cold, flu or gastro-type symptoms may be asked to wear a mask and wait outside or in their car. Please follow reception instructions when booking and on arrival. Please telephone reception on arrival if you have been asked to wait in your vehicle

FEES, PRIVACY & KEY INFORMATION

Private Consultation Fees

Service	
< 5 minutes	\$60
10-20 minutes	\$100
20-40 minutes	\$150
> 40 minutes	\$190
Non-attendance / late cancellation	\$50
Prescriptions & some referrals*	\$20-\$35
Iron infusion	\$120
Aclasta infusion	\$70
Dressing / plaster cast	\$5-\$40

**Prescriptions and some referrals outside a consultation are at the treating doctor's discretion. Ask Reception. Fees may vary between doctors depending on consultation content, duration and frequency.*

Cancellation Policy

Appointments not cancelled at least 2 hours before the scheduled time may incur a \$50 non-attendance fee. Unavoidable circumstances will be considered.

Privacy & Confidentiality

Nambour Medical Centre complies with the Australian Privacy Principles and maintains procedures for the secure collection, storage, access and disclosure of personal information.

Keep Your Details Current

Please ensure we have your current contact and next-of-kin details. Reception may confirm these details when you attend.