

## Inclusive Health and Wellness Hub

Inclusive Health and Wellness Hub is a healthcare hub which provides general practice (GP) and wellness services. We have a particular focus on vulnerable populations and those experiencing homelessness.

Our experienced male and female doctors include:

Dr Julie O'Brien  
Dr Kerie Seeger  
Dr Yu San Tang  
Dr Huddy Fuller  
Dr Tracy Schrader  
Dr Dana Newcomb

Our doctors offer general health consultations as well as many specialist services including:

- Mental Health
- Women's Health
- Pregnancy Care
- Child Health
- Skin checks
- Vaccinations
- Asthma management
- Chronic Disease Management
- Diabetes risk assessment
- 45–49 year old free health check
- 75 years and older health assessment
- Men's health
- Minor procedures
- Endocrinology clinic and Diabetes Educator service
- Sexual Health screening and treatment
- Drug and alcohol management

As a Healthcare hub we deliver quality health services that are integrated with other social services. We also offer Wellness services including Acupuncture, Massage, Myotherapy & Reflexology.

We have treatment room nurses, who are also skilled in chronic disease management and a dedicated Women's Health Nurse who is an experienced Sexual and Reproductive Health clinician.

### Address

Shop 2 / 15 Hope Street  
South Brisbane Q 4101  
Phone: (07) 3013 6050  
Fax: (07) 3013 6059  
Email: [admin@inclusivehealth.org.au](mailto:admin@inclusivehealth.org.au)

### Practice Hours

Monday to Friday 8:00am – 4:00pm  
Weekends Closed  
Public Holidays Closed

### Appointments

**Please phone 3013 6050 or visit the practice to make an appointment.**

Unfortunately, the clinic does not accept requests for appointments by e-mail or online communication.

When you arrive for your appointment, please make sure you advise reception. They will ask you for identification. Correct patient identification is vital for patient safety and the maintenance of confidentiality.

If you are unable to attend a scheduled appointment, please phone us and let us know. You can help us by ensuring all your contact details are up to date. Appointment reminders will be sent via SMS.

The clinic offers comprehensive care to patients, so a standard consultation is 20-30 minutes. If you need extra time to see a doctor, please advise reception at the time of making an appointment. Emergencies will always be given priority.

Telehealth is having a consultation with your doctor by phone or video call. Telehealth is available to current patients only who have physically seen a GP at this clinic in the past 12 months.

### After Hours and Emergency Care

Patients of this practice can access medical assistance when the clinic is not open by calling call 13SICK (13 7425).

In case of an emergency please call 000.

## Billing

Inclusive Health Clinic is a bulk-billing practice. Bulk Billing is available for standard consultations for eligible patients. This means that there are no out-of-pocket expenses for patients who have a valid Medicare card. This includes patients under 16 and Concession Card Holders (Health Care Card, Pension Card and DVA Card Holders).

Patients who are Medicare ineligible (for example some overseas students) will be charged a private fee that is the same as the Medicare scheduled fee. This is payable at the time of the appointment. In some circumstances this fee is reimbursable through travel insurance.

If you don't have a card there will be a minimum fee of \$80.00 for a standard consultation and \$120 for a longer consultation. We request that payment be made at the time of consultation.

Patients with no Medicare card who are experiencing difficult financial circumstances are encouraged to discuss their concerns with our medical staff.

## Test results

Patients will need to make a follow-up appointment to discuss the results of any tests collected as part of a consultation. Results will not be provided over the telephone.

Follow-up provides an opportunity to clarify the meaning of results with the doctor. It also is a chance to ask any questions about ongoing care.

A patient should never assume that a test result is normal if the clinic has not contacted them.

## Management of patient information

Our clinic is committed to maintaining the confidentiality of patients' health information and has a *Confidentiality, Privacy and Management of Patient Information* Policy. This policy ensures that

all patient information held by the

clinic is protected from misuse, loss and unauthorized access. A copy of this document can be provided on request.

Inclusive Health Clinic regularly engages with local health services, such as local specialists, allied health and hospitals. If required, your GP will provide information about your health, such as a referral letter, to plan and facilitate optimal health care.

## Patient rights and feedback

Patients of the Inclusive Health Clinic have the right, and are encouraged, to participate in all decisions about their healthcare.

Please speak to a member of the clinical team, or the administrative staff, if you have suggestions, or would like to give feedback about the service you have received. Talking to the Practice Manager or Doctor is often the easiest and quickest way to resolve most problems. Our clinic also has a *Clinic feedback and patient complaints* Policy, a copy of which can be provided on request.

The clinic also has expected standards of behaviour for both its staff and our patients. Mutual respect and safety are paramount and any aggressive or abusive behaviour towards staff members or patients will not be tolerated.

## Patients who require communication services

Inclusive Health Clinic offers communication services including a translating and interpreting service (TIS) for non-English speaking patients and AUSLAN (Australian Sign Language) for members of the deaf community.

Patients who require communication assistance are asked to let the reception staff know when making an appointment.