

## COMMUNICATION:

If you wish to speak to a doctor during consulting hours, a message will be forwarded to the Doctor and a Carbal staff member will return your enquiry as soon as possible.

## CLIENT & STAKEHOLDER FEEDBACK

Carbal Medical Services values all client feedback. We encourage the use of the suggestion box located at all of our sites as well as our feedback forms.

Feedback can also be lodged through our website.

## CLIENT COMPLAINTS

Complaints can be submitted to the CEO on (07) 4688 0500 or post to: PO Box 1879, Toowoomba.

Alternatively, you can contact the Office of the Health Ombudsman:

PO Box 13281 George St  
Brisbane QLD 4003  
Phone: 13 36 46  
Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

VERSION 3 February 2019



## OPENING HOURS:

TOOWOOMBA: 104 Mary Street  
Phone: (07) 4639 7300

WARWICK: 55 Wood Street  
Phone: (07) 4661 0800

**BUSINESS HOURS:** 8.30-4.30PM MON-FRI

## AFTER HOURS:

TOOWOOMBA: Call 13SICK (13 7425) or present to the Toowoomba Hospital.

WARWICK: Call Warwick Hospital 4661 6900 or present to the Warwick Hospital.

In an emergency Dial 000

Interpreter Service 131 450

## RESULTS:

For any results or follow up, please book in to see your regular doctor.



# HOW CARBAL CAN HELP YOU AND YOUR FAMILY

## LEARN HOW

## KEEP IN TOUCH

# 1300 379 558

Email: [admin@carbal.com.au](mailto:admin@carbal.com.au)

Facebook: [facebook.com/CarbalMedical](https://www.facebook.com/CarbalMedical)

Visit our website for news, podcasts and videos at:

[WWW.CARBAL.COM.AU](http://WWW.CARBAL.COM.AU)



## CARBAL AIMS TO PROVIDE HOLISTIC WORLD CLASS MEDICAL AND HEALTH CARE SERVICES

### ABOUT CARBAL

Carbal Medical Services is a Community Controlled Aboriginal and Torres Strait Islander Health Service.

Carbal acknowledges all support provided by the Federal and State government Departments of Health and our many partners.

Our service is dedicated to improving the prevention and management of chronic disease through early intervention and improved access to culturally appropriate medical services.

### CLINIC STAFF

- ✓ General Practitioners
- ✓ Care Coordinators
- ✓ Aboriginal Health Workers
- ✓ Allied Health Providers
- ✓ Clinic Nurses
- ✓ Midwives

### FREE TRANSPORT!

Carbal offers transport to and from your appointment.

You can book at reception when you make your appointment.



### CLINIC SERVICES

Our clinics provide a range of medical and health services.

#### WE CAN HELP YOU WITH :

- ✓ Health Checks
- ✓ Health Screenings
- ✓ Chronic Disease Management Plans
- ✓ Immunisations
- ✓ Pregnancy Care
- ✓ Sexual and Reproductive Health Checks
- ✓ Quit Smoking Advice & Support
- ✓ Mental Health Support & Counseling
- ✓ Home Medication Reviews
- ✓ Recalls & Reminders
- ✓ Allied Health Clinics

### FEES & BILLING

Carbal is a Bulk Billing service for clients who have a current Australian Medicare card. Our Clinical staff will advise of any potential out of pocket expenses if applicable.

### PRIVACY & CONFIDENTIALITY

Consultations are confidential. Your health information will be accessed by those directly involved with your care, including the monitoring of its quality.

Carbal aligns its services in accordance with the Australian Privacy Principles. Carbal's full privacy policy is available at [www.carbal.com.au/about](http://www.carbal.com.au/about) or is available from reception.

If we are required to access further medical services on your behalf, you will be asked to sign a patient consent at one of our clinics.

### CARBAL REGION SERVICE AREAS

DARLING DOWNS

GOONDIWINDI

SOUTHERN DOWNS

### LONGER APPOINTMENTS

Carbal offers patients longer consultations on request, please speak to reception when booking your appointment if you require a longer consult.

### ON THE DAY APPOINTMENTS

On the day appointments are available; these appointments are limited and are only for patients that need to be seen on the day.

### HOME AND OTHER VISITS

Carbal offers home visits at the discretion of the doctor and practice availability, if you require a home visit please call and check with the clinic.

### REMINDER SYSTEMS

Carbal is involved in the enrolment of patients in National and State reminder systems such as Pap Smear and Breast Screening. If you do not wish to be a part of these reminder systems please inform the Doctor during your consultation.