

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



OPENING HOURS:

TOOWOOMBA: 125 Russell 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.

KEEP IN TOUCH

1300 379 558

Email: admin@carbal.com.au

Facebook: facebook.com/CarbalMedical

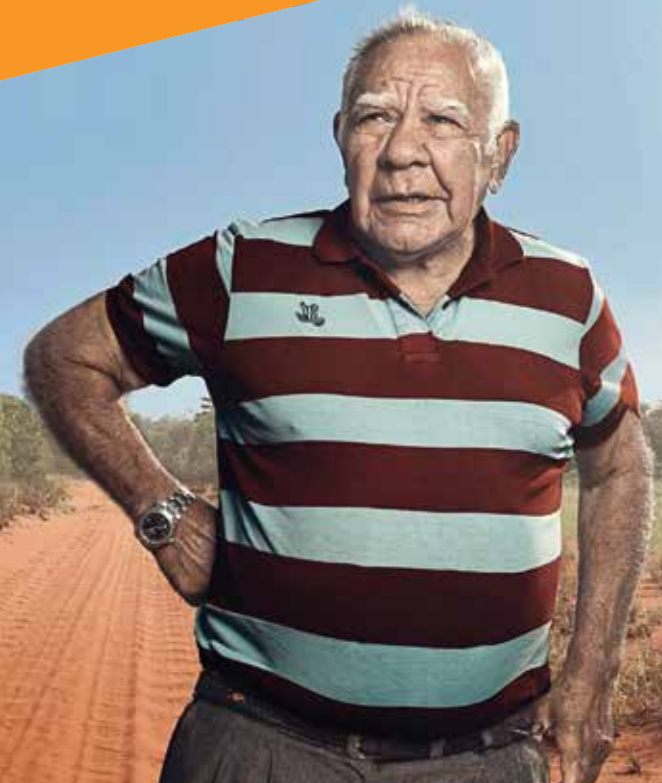
Visit our website for news,
podcasts and videos at:

WWW.CARBAL.COM.AU



HOW CARBAL CAN HELP YOU AND YOUR FAMILY

LEARN HOW



CARBAL PROVIDES WORLD CLASS, CULTURALLY SAFE AND APPROPRIATE, HOLISTIC MEDICAL AND HEALTH 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

For a full list of our GP's, please visit our website: www.carbal.com.au

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 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.