

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.

Carbal does not use email to communicate with patients regarding their health or health information.

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 at <https://carbal.com.au/feedback>

CLIENT COMPLAINTS

Complaints can be submitted to the CEO on (07) 4688 0500 or post to: PO Box 1879, Toowoomba QLD 4350.

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

PO Box 13281, George Street
Brisbane QLD 4001
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

OFFICE HOURS: 8:30AM-4:30PM Mon-Fri

AFTER HOURS:

TOOWOOMBA: Call 13 41 00 or
present to
Toowoomba Hospital.

WARWICK: Call Warwick Hospital
(07) 4661 6900 or present
to 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

GET IN TOUCH:

1300 379 558

admin@carbal.com.au

facebook.com/CarbalMedical

To learn more about all our services,
visit our website:

[CARBAL.COM.AU](https://carbal.com.au)



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:
<https://carbal.com.au/doctors>



FREE TRANSPORT!

Carbal can offer 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 can be requested from our reception team
or online at <https://carbal.com.au/privacy-policy>

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.