

الخدمات

نقدم رعاية شاملة ومتكاملة تجمع بين الطب النظامي والمساعد والطب التقليدي.

- عيادة طب عام
- خدمة الصحة والعافية النفسية
- الفئات الصحية المساعدة
- الطب التقليدي
- برامج الترويج للصحة والبرامج الجماعية



**World
Wellness
Clinic**




الرسوم والفواتير



**World
Wellness
Group**

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 worldwellnessgroup.org.au

لمحة عن العيادة

نعتقد أن للجميع الحق في الحصول على رعاية صحية سهلة النفاذ ومقبولة التكلفة ومناسبة لهم بغض النظر عن هم. ولذلك تغطي الميديكير معظم خدماتنا ونحاول الإبقاء على رسومنا منخفضة.

كما أننا متخصصون في تقديم الخدمات الصحية للفئات المحرومة اجتماعيا بما فيها الأفراد من خلفيات ثقافية متنوعة بمساعدة المترجمين الفوريين.

أبوينا مفتوحة لأي شخص في المجتمع المحلي يختارنا كمقدم الرعاية الصحية له. بل أن اختياركم لنا يساعدنا على مساعدة الأفراد المحرومين في مجتمعنا المحلي.

عيادتنا مؤسسة اجتماعية تقوم بتحويل أرباحها إلى تقديم الخدمات الصحية للذين لا يمكنهم تحمل التكلفة.

ونحن أيضا مؤسسة خيرية مسجلة. لمعرفة المزيد عنا أو التبرع لنا يرجى الاطلاع على الموقع

www.worldwellnessgroup.org.au

أي تبرع بأكثر من دولارين يعتبر خصمًا ضريبيا.



GP Services

- Check-ups and general family medicine
- Health assessments & management plans
- Mental health assessment
- Refugee health assessment
- Asylum healthcare
- Vaccinations
- Women's health services
- Preventative health
- Home visits by special request only
- Men's health

Staying Well

To encourage all our clients to stay well and optimise their health and wellbeing, we have a range of group health programs, therapy groups and self-management.

Interpreters

We use telephone interpreters at no charge to you. Please let us know if you need an interpreter and which language is required. For complex matters we can arrange an on-site interpreter.

Getting Your Results

Your doctor will advise when to expect results to be sent to our clinic for your test or procedure. We may need to book you for a follow-up appointment to discuss the results.

Telephone Access

Our GPs may be contacted during normal opening hours. If the GP cannot take your call, we will take a message and the GP will call you back. Please advise us if your call is urgent.

Home Visits

We can only do home visits by special prior arrangement and in certain circumstances. Please ask our staff.



Reminder System

Our clinic is committed to preventative care. We will ask for your permission to be included in our reminder system. We may send you a reminder notice offering you preventative health services appropriate to your care.

Privacy

Our clinic is committed to preventative care. We will ask for your permission to be included in our reminder system. We may send you a reminder notice offering you preventative health services appropriate to your care.

Compliments & Complaints

We value receiving your feedback as we are always looking for ways to improve our service.

Ways you can provide feedback:

1. Suggestion box at reception
2. Talk to us and provide feedback verbally
3. Email (admin@worldwellnessgroup.org.au)
4. Client feedback system via the form on our website

If you have a problem, we would like to hear about it. We take your concerns, suggestions and complaints seriously.

In Queensland, unresolved complaints can also be submitted to:

Office of the Health Ombudsman

phone: 133 646

www.oho.qld.gov.au/

PO Box 13281

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