

# Appointment Information.

To make an appointment: call 3333 2100 or book on-line.

GP Standard appointments (15 minutes) are available for a single issue only. GP Long appointments (30 minutes) are offered for two issues, complex issues, pap smears, health checks or mental health. If you need an interpreter, please inform us - we will book a long appointment and the interpreter. Although we run on an appointment system, emergencies are given priority and our reception staff will contact you if there is a significant delay.

Psychological therapy appointments are generally one hour. Acupuncture appointments are generally 30-45 minutes. Massage appointments are 30 minutes. Homeopathy appointments are 1.5 hours for initial consultation and 30 minutes for follow-ups.

# Fees & Billing.

Medical appointments are bulk billed. Overseas visitors and international students - please bring your health insurance card. There is no gap fee charged.

Mental health /Allied Health – no fees or bulk billed, some fees may be charged for specialised assessments

There are fees for acupuncture, massage and homeopathy – please refer to our website for the latest charges. Pre-payment is required. We have additional fees for service programs, for details please refer to our website.

Fees are payable at the time of consultation by cash or EFTPOS

# Services

We offer holistic and integrated care combining medical, allied health and traditional medicine.

- GP clinic
- Mental health & wellness service
- Allied health
- Traditional medicine
- Health promotion & group programs

# Clinic Hours

9AM to 5PM Monday to Friday  
(except 9.30am on Wednesdays)

Weekend: Closed

# After Hours Care

We recommend National Home Doctor Service (Phone: 13 74 25) who provides us with a report so that we can follow up during the day. This service is bulk billed.




33 Stoneham Street  
Stones Corner Qld 4120  
Ph: (07) 3333 2100  
Fax: (07) 3397 1358  
ABN 95154368804



**World  
Wellness  
Clinic**



 (07) 3333 2100

 [worldwellnessgroup.org.au](http://worldwellnessgroup.org.au)

## About Us.

We believe that everyone has a right to accessible, affordable and appropriate healthcare, regardless of who they are. We therefore bulk bill most of our services and try to keep fees affordable. We also specialise in providing health services to socially disadvantaged people, including people from diverse cultural backgrounds and we routinely use interpreters. We are open to anyone in the community who chooses us as their healthcare provider. In fact, by choosing us, you are helping us to help disadvantaged members of the community.

As a social enterprise clinic, we divert our earnings to the provision of health services for those who cannot afford to pay.

We are also a registered charity. To find out more or to donate please visit [www.worldwellnessgroup.org.au](http://www.worldwellnessgroup.org.au)  
Your donation over \$2 is tax deductible.



## 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](mailto: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/](http://www.oho.qld.gov.au/)  
PO Box 13281  
George Street  
Brisbane Qld 4003