Privacy Policy

This practice has undertaken the latest security measures to ensure the confidentiality of its patients' personal details and information and it is the policy of this practice to maintain security of all confidential personal health information for each patient. Any personal or health information will only be accessible to authorised staff members and those authorised within the healthcare system.

Feedback & Complaints

The staff at Heatley Medical & Skin Care Centre endeavour to provide all their patients with the best medical service achievable.

We are, however, always open to suggestions on how to improve our service. Should you have a suggestion or a complaint you can let us know in writing and place it in the suggestions box at reception.

You can also email us regarding the matter at admin@hmscc.com.au

All complaints can also be forwarded to the Health Ombudsman via the website www.oho.qld.gov.au

Our Services

- Chronic Disease Management
- Diabetes Care
- Asthma Action Plans
- Mental Health Plans
- Men's Health Women's
- Health Cervical
- Screening
- Family Planning Choices
- Children's Health Antenatal
- Care
- Workers Compensation Consultations
- ECG- Electrocardiograms Spirometry-
- Lung Capacity Test Childhood
- Immunisations
- Driver's License Medicals
- Pre-Employment Medicals
- Travel Medicines & Vaccinations

Specialised Services

- IUD-Mirena/Kyleena/Copper/Implanon
- Skin Checks
- 2D- Total Body Photography
- Skin Cancer Surgery Medical
- LED PDT Therapy
- Cosmetic Medicine & Surgery
- Minor Skin Surgeries
- Vasectomies
- PRP Injections- Platelet Rich Plasma
- Scarless Mole Removal

Our Doctors

- Dr Prakash Pattnaik
- Dr Archana Somani
- Dr Adam Hutchinson
- Dr Rupinder
- Dr Janitha Gunaratne

Our Operating Hours

Monday & Friday – 08:00am to 7:00pm
Tuesday to Thursday – 08:00am to 5:00pm
Saturday – 08:00am to 1:00pm
Sunday - CLOSED

Heatley Medical & Skin Care Centre

4 Tyler Street Heatley, QLD, 4814
Ph: 0747295000 Fax: 0747295050
reception@hmscc.com.au
www.hmscc.com.au

At Heatley Medical & Skin Care Centre

We are dedicated to high quality care. Conveniently located in the heart of Townsville, we offer easy access to highly qualified and experienced practitioners who are dedicated to supporting our patients with a holistic approach to excellent care

Appointments

Appointments are required to see a Doctor and can be made with our friendly reception staff or online via the link in our website or at www.hotdoc.com.au

Walk- Ins

Walk –ins are accepted providing the Doctors on duty are still available to accept them. Incoming patients will be assessed and given priority only in an emergency situation. All other patients will be seen after the booked appointments.

Consultation Fee's

¨ This is a private billing practice and standard consult fees are time based.
¨ Additional Mental Health Consults and Mental Health Care Plans attract different fees.
¨ Skin excision fees are variable depending on the type, size, and site of the skin lesion.
¨ ECG, Spirometry, Ear Syringing, and other extra services will also have an out-of-pocket fee attached.
¨ If eligible, Health assessments and Care Plans with Medicare rebate will be Bulk Billed.

Please note: - If a patient cancels within 24 hours or no shows twice, they will be charged a cancellation fee.

	Regular	Concession	Refund
20 mins or less	$94	$80	$43.90
20-40 minutes	$155	$135	$84.90
More than 40 mins	$210	$195	$125.10

Nursing Staff

Our experienced and caring nursing staff are available Monday to Friday from 8.30am -4.30pm

After Hours Service

We are unable to offer Home Visits currently. After Hour Telephone Consults are available, call 0747295000 to be connected.
In the case of an emergency ALWAYS ring 000.
RFDS Telehealth Services 1300697622
After Hours GP Helpline 1800 022 222
The Mater Emergency Dept is open from 7am - 10pm
To speak to a Qualified Nurse 24hrs a day, 7 days a week call 13 43 25 84.
The Townsville University Hospital Emergency Department is open 24hrs a day 7 days a week.

Incoming Accidents & Emergencies

Incoming emergencies or accidents will be assessed and treated immediately. We ask for your understanding should this circumstance arise and for any inconvenience this may cause occasionally.

Repeat Prescriptions

Please request any required prescription updates during your GP consultation.
Urgent repeats may be requested over the phone only if the medication is one regularly prescribed to you by your GP.
Fees will apply.

Telephone Appointments

As per the Medicare directive, new patients are ineligible for a phone consultation. Regular patients may be eligible; however, the treating GP will determine if it is clinically safe to provide a telephone consultation or if a face- to-face consultation is necessary. Telephone consultation fees will be the same as a routine consultation fee. This will be payable at the time of booking over the phone and the rebate will be self-claimed by the patient.

Referrals & Specialist Appointments

Referrals will be forwarded by the practice to the required specialist. You need a current and valid referral (within last 12 months) before you can see a specialist and in order to obtain your Medicare Rebate. Be sure to see your GP before your next scheduled appointment if you need a new referral as Doctors are unable to back date any documents.

Test Results

Your treating Doctor will advise you when your radiology or pathology results *may* be expected to be returned to the practice. Usually, you will be notified by SMS and we ask that you notify the practice if you do not receive any notice at all beyond the expected time frame.