



Queen Street Medical Centre

## PRACTICE INFORMATION SHEET

### Welcome to Queen Street Medical Centre - Moruya and Broulee

For over 40 years our practice has provided a comprehensive range of general medical services from Queen Street in Moruya and at the Moruya District Hospital. Our two practices at Moruya and Broulee are both RACGP/AGPAL accredited and committed to providing the highest standards of patient health care and service underpinned by our philosophy of access to appointments for our patients. This information will help you obtain maximum benefit from our services.

**Go to: [www.queenstreetmedical.com.au](http://www.queenstreetmedical.com.au) for practice information, health news, Better Health links and online appointment bookings.**

**QSMC Moruya** - 02 4474 2222, 45-49 Queen Street, Moruya NSW 2537

**QSMC Broulee** - 02 4471 5199, 33 Clarke Street, Broulee NSW 2537

**Consulting Hours** - Monday to Friday 8.00 am to 5.00 pm (Broulee closed Friday)

**Phones open** - 8.30 am to 4.45 pm

### After-hours:

**The Medicare Urgent Care Clinic (MUCC)** is located within Batemans Bay Hospital, 7 Pacific Street, Batemans Bay NSW 2537. They are open 7 days per week from 6am till 12am. The MUCC provides free, immediate, treatment and care, for patients with or who are experiencing non-life-threatening injuries or illnesses. You can book online, call or walk in appointments are also available. They can be contacted on 4420 5100 or visit the [website](#).





**Healthdirect** is available for free instant health advice only. If you're not experiencing an emergency, but you're feeling unwell or not sure if you need to see a doctor, [Healthdirect](#) offers a handy symptom checker and approved health advice. You can call the *Healthdirect* helpline on 1800 022 222 24, 24 hours per day 7 days per week.



Moruya and Batemans Bay District Hospitals are both available for more urgent problems.

**Moruya District Hospital phone 02 4474 1555**, 2-10 River Street, Moruya NSW 2537

**Batemans Bay District Hospital phone 02 4475 1500**, 7 Pacific Street, Batemans Bay NSW 2536

**In an Emergency phone 000 for an ambulance**



### **Our services and skills of the practitioners include**

We have a variety of doctor with many different interests and skills, including: chronic disease management, preventative health checks, women's and men's health needs, screening programs such as cervical, breast and bowel screening, sports and diving medicine, minor surgery, skin cancer management and checks, cardiac stress testing and monitoring, mental health, opioid treatment program (OTP) support, obstetric care, paediatrics, National Immunisation Program vaccinations for children and eligible adults, travel and employment vaccinations. The "*Better Health*" programs comprise special nurse led clinics, dedicated to improving the health of patients with existing or potential chronic health problems, such as diabetes, COPD, kidney disease and osteoporosis. Patients are encouraged to discuss their ongoing health management and any concerns with their doctor.



**Your Practitioners** (also visit: <https://queenstreetmedical.com.au/your-health-professionals/>)

### **General Practice Principal Partners**

Dr Neil Starmer  
Dr Les Roberts Thomson

### **Independent General Practitioners**

Dr Allison Lavender	Dr Emily Goodwin
Dr Judy Toman	Dr Kimberley Benson
Dr Brenton Cole	Dr Samantha Thomas
Dr Neil Mackay	Dr Bronwyn Henderson
Dr Lisa Hyde	Dr Polina Smerdova
Dr Eliza Dally	Dr Gayle Williams

### **Registrar General Practitioners**

Dr Lachlan Shaw	Dr Briannon Kisling
Dr Kate McAuliffe	Dr Aithen Tobin
Dr Ashley Bowden	Dr Marzia Sarmin
Dr Allison Mitchell	

### **Nurse Practitioner**

Theresa Pot

### **Diabetes Educator**

Julie Griffin

### **Practice Nurses**

Nurse Manager	Ruby Griffin RN
Nursing Team	Michael Tilbrook RN Shelley Pritchett RN/PM Ebony Cotterill RN Lauren Harper RN Chloe Enriquez RN Daniel Roche RN Alessandra Kenny RN Ellen McCullough RN Karly Borowski EN

Ruby Bowler leads our team of nurses who work at Moruya and Broulee. Our practice nurses manage and prioritise patients, assist doctors with minor surgery, perform immunisations, dress wounds, and conduct "*Better Health*" clinics which are nurse-led, for diabetes, kidney, osteoporosis and other disorders and undertake many other essential health care tasks.

Some of our nurses are qualified to conduct Cervical Screening Tests - *please enquire about our regular Cervical Screening Clinics.*



## Patient Services Team

Practice Manager	Shelley Pritchett RN
Patient Services Manager	Megan Jay
Patient Billing Supervisor	Jo Watkins

Reception Team	Jacqueline Van Roy
	Criss Higgins
	Lynn Wilson
	Rhiannon Watling
	Penny Olsen
	Lucy Volke
	Jessica Edwards

Finance/Accounts	Tina Stephens
	Jade Lagudi

## Making an Appointment

Book online anytime: [www.queenstreetmedical.com.au](http://www.queenstreetmedical.com.au)

Please phone from **8.30 am to 4.45 pm**, Monday to Friday

15 minutes are allowed for a standard appointment, and longer appointments may be made upon request. For example, employment medicals, pre-anaesthetic visit, well woman consultations, and procedures including minor operations, require longer appointments.

**If you think your consultation may take longer, please discuss this with our receptionist before booking your appointment.**

Please understand demand for appointments is high and this does impact upon our appointment waiting times. Importantly, to meet your urgent needs, we reserve appointments for our patients with who require an urgent on the day consultation.

## On-the-Day Appointments - *For Urgent or Serious Problems*

On-the-day appointments times are set aside each day for patients with urgent or serious problems when access to a doctor is essential. Our reception and nursing teams use a system known as "triage" to prioritise your problem, so we do ask for your cooperation and understanding when specific information is requested. Waiting time to see a doctor is unpredictable so again we will ask for your patience.

**Important:** Please phone us prior to arrival to help reduce your waiting time. When you arrive you will be triaged by our practice team who will determine the urgency of your problem. You may then be seen by the first available doctor - this may not be your usual doctor.



## Contacting your Doctor and Leaving Messages

**If you believe the matter is urgent or serious, please notify our receptionist immediately.**

Please discuss your need to speak to your doctor with our experienced receptionists. You may also be asked to speak to a practice nurse who may be able to assist in the first instance.

The doctors are unavailable whilst they are consulting, but you may leave a message, and our receptionists can pass this information on to the doctor if it is appropriate.

## Medical and Nursing Students - Your Consent

Our Practice accepts medical students from the Australian National University Medical School and other universities, and Nursing Students from the University of Wollongong and other universities. Students are integrated into the practice and will often be present at consultations. Your consent is required and our reception staff and your doctor will ask if you agree to the student attending before you meet the student.

Please feel comfortable if you wish to decline having a student present.

## Emergencies

**If you have an emergency, please phone 000 for an ambulance**



During our consulting hours, if you are unsure of whether to come to our Medical Centre, go to the Hospital or call an ambulance - please phone (from 8.30am to 445pm) and we will advise you.

**Moruya District Hospital phone 02 4474 1555**, 2-10 River Street, Moruya NSW 2537

**Batemans Bay District Hospital phone 02 4475 1500**, 7 Pacific Street, Batemans Bay NSW 2536

## Parking

Parking is available at the rear of the building, with lift access to the practice. Limited on-street parking is also available at the front, with additional parking options nearby. Please be mindful of timed parking and school zones out the front.



## Home Visits

Your doctors conduct home visits for the immobile, seriously ill and palliative care patients. Your doctor will discuss the arrangements with you and your family.

## Visits to Aged Care Facilities

Banksia Village in Broulee, IRT Moruya and IRT Crown Gardens in Batemans Bay, are all visited by our general practitioners. Full access to your medical record by your GP is available at the facility

## Prescription Requests

**Your doctors would prefer you to have your medications and prescriptions reviewed at the time of your consultation. This is important as medications errors are common and avoidable.**

However, we realise prescriptions are often required and an appointment is either not needed or unavailable. In these circumstances, we offer an [online service via our website](#) to request a prescription for a fee. We also offer an online service for repeat referrals, which can also be accessed via our [website](#).

Some medications are not available through this service and in some circumstances, the doctor will decline to provide a prescription in the interests of better care. If this is the case your fee will be refunded, and an appointment will need to be made.

## Pathology Results

All pathology results are received by your doctor and recorded in your personal health record. We use the following system and terminology to inform you of your result:

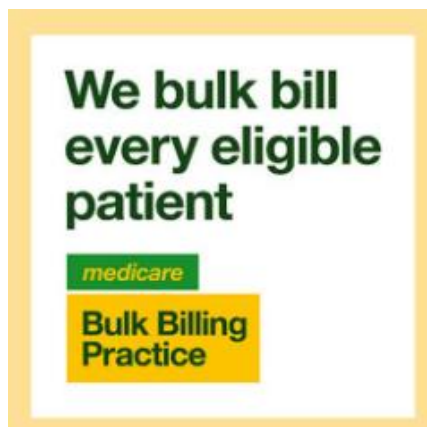
**Important: Please phone us for your results. We all share the responsibility to make sure your tests are acted upon if needed. Please don't assume your results are normal.**

1. **Urgent results:** we will contact you immediately (so please ensure we have your current and correct contact details recorded).
2. **Non-urgent results / appointment required:** you will receive a SMS asking you to make a non urgent appointment . This result by definition can wait until the next appointment up to 6 weeks time.
3. **Non-urgent result reception to advise:** the doctor will authorise our receptionist to inform you of routine results when you call for your result.
4. **No action:** you may be advised by our receptionist that a result has been marked as "no action" by your doctor. This means the result is acceptable and can be discussed at your next routine appointment.



## Our fees as of 1 April 2026

### We are a Medicare Bulk Billing practice for eligible GP services only



Our Medicare Bulk Billing Practice bulk bills **eligible** GP services, including:

- ❖ GP consultations
- ❖ Chronic condition management plans and reviews
- ❖ Mental health treatment plans
- ❖ Health assessments
- ❖ National immunisation program immunisations eg flu clinics, children's vaccinations
- ❖ Nurse-led clinics
- ❖ Cervical screening clinics
- ❖ Department of Veterans Affairs (DVA)

Fees will apply for **non-eligible** services, including but not limited to:

- ❖ Procedures like skin excisions (up to \$100 out of pocket)
- ❖ Iron infusions and venesections (up to \$130 out of pocket)
- ❖ Ear wax removal \$30
- ❖ Exercise stress tests \$80
- ❖ 24 hour BP monitoring \$50
- ❖ Cardiac holter monitoring \$50
- ❖ Out of consultation prescription and referral requests \$25.22
- ❖ Allied health and other non-GP services
- ❖ Not on the Medicare Benefits Schedule
- ❖ Patients without a Medicare number
- ❖ Medicals such as employment, bus/taxi/truck licences, diving

Please contact our reception team, who can advise you of any out-of-pocket fees for services not eligible for bulk billing.

**Immediate Medicare Refund:** You will be asked to pay the full fee on the day of your non-eligible bulk billing service. Using your EFTPOS card and our Tyro payment system you will receive your Medicare refund (if applicable) at the time of payment, via direct credit into your bank account. We no longer accept cheques and prefer not to use cash.



**Medicare:** To receive Medicare benefits, all patients must hold a current Medicare card. To ensure you receive Medicare refunds, please ensure you have registered your bank details with Medicare. Please make sure QSMC have your up-to-date Medicare card and Pension/Health Care card information on file.

## **New Patients**

Due to GP shortages, we are currently not accepting new patients, except for antenatal patients and those seeking medical termination of pregnancy. However, we will consider new patients for those that reside in our local area (Moruya, Broulee, Tomakin), who DO NOT have a GP or who have recently moved to the area.

Your initial consultation will be booked as a *long consultation*. Please ensure that you have contacted your previous practice to have your medical records transferred prior to your first appointment. Our friendly reception team can provide you with further information and advice about how to arrange transfer of your medical records.

## **Our Health Reminders and Recalls**

We have a recall and reminder system in place to ensure that important tests, follow-ups and examinations are performed at the appropriate time. Your doctors are responsible for maintaining the currency of these reminders and our *Better Health* program coordinator, may contact you to attend a clinic or to see your doctor when a reminder is due. *Please ask your doctor during your consultation if any recalls or reminders are due.* We also participate in the governmental reminder system for cervical, breast and bowel screening. If you do not wish to participate, please inform your doctor.

## **Updating Your Contact Information is Essential**

**Have any of your contact details changed?** It is very important you immediately advise our reception team of any change to your telephone, mobile and address details.

Your doctors and staff rely on this information to contact you about important and sometimes urgent matters concerning your health.

We recommend you ask our receptionist to check that we have all your correct details recorded including your preferred contact method.



## **Interpreting Service for Non-English-Speaking Australian Citizens and Permanent Residents:**

Your doctors and our nurses (when working under the direction of the doctor) have access to the Free Interpreting Service provided by the Department of Immigration and Citizenship, for permanent residents and Australian citizens who do not speak English, and for the English speakers who need to communicate with them.

If you require this interpreting service, please advise our receptionist when making an appointment and we will arrange for this service during your consultation.

## **Your Personal Health Information and Privacy Policy**

This practice operates in strict accordance with national privacy legislation. Your electronic medical record is securely stored, and password protected against unauthorised access. Our practice has systems in place to protect the privacy, security, quality and integrity of the data. Accredited systems including multiple back-ups, monitoring and firewalls are in place to protect your record. Your medical record is strictly private and confidential, and it is a condition of employment that all our staff sign our confidentiality agreement.

- ❖ Please understand we are unable to discuss or share any medical information with a third party unless we hold written consent to do so, or unless you are the parent or guardian of a child under 14.
- ❖ You are able to view and discuss your personal medical record. If you would like to arrange this, please contact our Practice Manager Shelley Pritchett or Dr Neil Starmer our Practice Principal and Privacy Officer.
- ❖ If you require your medical records to be transferred to or from another practice, consent forms are available from our receptionists. For more detailed information please obtain a copy of our policy "*Your privacy at Queen Street Medical Centre*" at reception.
- ❖ If you have any concerns or wish to restrict access to your personal health information, please discuss these with your doctor or the receptionist.
- ❖ Please note some of our staff may work remotely.

Our practice utilises artificial intelligence (AI) scribe tools, to help general practitioners take notes during your consultation. This helps ensure accuracy of health information discussed, whilst enhancing doctor patient interaction and reducing the administrative burden. Your GP will always seek your verbal consent to use an AI scribe during each consultation. The scribe will not share information, can remove sensitive, personally identifiable information upon request during transcription. The doctor will always review the clinical notes generated by the AI tool, to ensure accuracy.



## **Complaints, Feedback and Suggestions**

Our Practice Manager Shelley Pritchett, is responsible for resolving your difficulties and concerns. If you have any problems or complaints with our practice, we encourage you to discuss this with her directly, either in person or in writing.

Alternatively, our Patient Services Manager Megan Jay, can also assist with any complaints or feedback. Please ask our receptionist to arrange this for you.

Letters should be marked "Confidential" and addressed to the Practice Manager Shelley Pritchett. They can be sent by mail or dropped off in person to 45-49 Queen Street, Moruya NSW 2537, or emailed to [admin@queenstreetmedical.com.au](mailto:admin@queenstreetmedical.com.au). Our [complaints form](#) or [QR code](#) to our complaints and feedback site, can be located on our website.

For more serious complaints patients may also write to The Health Care Complaints Commission at Locked Bag 18, Strawberry Hills, NSW, 2012.

**We welcome and encourage any suggestions and feedback you may have about our practice.**