



# Biloela Medical Centre

38 Dawson Highway  
PO Box 539  
Biloela Q 4715

P. 4995 6200 F. 4992 4944  
[admin@biloelamedicalcentre.com.au](mailto:admin@biloelamedicalcentre.com.au)

## OPENING HOURS

Monday – Friday  
8:30 am – 5:00 pm

## MEET OUR DOCTORS

Dr Richard Tan  
(no new patients)  
Dr Muhammad Zaman  
Dr Tony Dique  
Dr Shamshad Begum

## STAFF

Rosanne Plummer  
Practice Manager

Sue Thomas  
Registered Nurse

Lindsay Caughey  
Registered Nurse

Tracey Skennar – T1  
Receptionist

Tracey Seagrott – T2  
Receptionist

Marion Affleck  
Casual Receptionist

## VISITING PRIVATE SPECIALISTS

Dr David Kitchen  
Ophthalmologist

Dr David Shaker  
Obstetrician/Gynaecologist

Dr Wojciech Janus  
Orthopaedics

Kay Hanschen  
Psychologist

Bloom Hearing Specialists

## SKIN CANCER TREATMENT

Dr Tan

Thursday's only  
9:00am – 4:30pm

## Fees

**THIS MEDICAL PRACTICE DOES NOT BULK BILL EVERYONE.**

Pensioners who are **over 70yrs** are bulk billed.

Children who are **under 16yrs** are bulk billed.

Standard Consultation	\$75
Health Care Card	\$60
Pensioners	\$50
Repeat Prescriptions	\$20

## Payments

All payments must be made on the day of service by cash, cheque, EFTPOS or credit card.

## Appointments

Please ring during office hours for an appointment. If you believe you will need a longer appointment please advise staff at time of booking. Walk-ins are treated according to our triage policy.

Online bookings are available via [www.biloelamedicalcentre.com.au](http://www.biloelamedicalcentre.com.au)

## Cancellations

Please notify us as soon as possible if you no longer need or are unable to keep your appointment for any reason. We often have a list of people waiting to fill these appointments.

## Home Visits

Home visits are available if necessary for regular patients of the practice at the discretion of the doctor.

## After Hours

For afterhours care please call the Biloela Hospital on 4992 7000.

## Results

Some results are given over the phone by your doctor or the nurse; otherwise a follow up appointment needs to be made. Check with your doctor at time of consultation.

## Confidentiality/Privacy Policy

Our medical records and any other information that we collect is kept strictly confidential and used only for your care. It is the policy of this practice to maintain security of personal information at all times and to ensure that this information is only available to authorised members of staff.

## Reminder System

Our practice is committed to preventative care and has a recall and reminder system. You will be registered on the state reminder system (pap smears, immunisations). If you do not want this to happen, please notify reception.

## Feedback

We welcome comments and suggestions regarding the care you receive at this practice. Please feel free to talk to the doctor or receptionist.

You may prefer to write to us or alternatively you may wish to contact the **Office of the Health Ombudsman** on **133 646** or mail to PO Box 13281 George Street, Brisbane Q 4003. [www.oho.qld.gov.au](http://www.oho.qld.gov.au) for an online complaint form.