

Bamford Medical

28 Bamford Lane Kirwan Qld 4817

phone 07 4773 2888

fax 07 4773 3538

email reception1@bamfordmedical.com.au

Hours Monday – Friday 8am – 5pm
Saturday & Sunday closed

Practice Doctors

Dr Paco Munoz

Dr Munoz works between Bamford Medical and Rosslea Medical Centre. He has worked in several countries in a variety of roles since graduating from medicine. Initially beginning his career as an anesthetist in Lima, Peru and Santos, Brazil. He also worked as a missionary doctor and was Hospital Director for the Sopas Hospital in Papua New Guinea for 7 years. Dr Munoz worked at St Vincent Hospital in Sydney alongside the late Cardiothoracic Surgeon, Dr Victor Chang. Dr Munoz has worked as a doctor in Queensland for more than 15 years, in a variety of institutions. Dr Munoz has extensive experience in general practice and an interest in veterans' health, aged care and cosmetic medicine.

Dr Alan Nelson

Dr Nelson joined Bamford Medical in July 2008. He graduated with an MBBS from the University of Queensland in 2002. His previous work experience includes working with the ATO before studying medicine. He then worked as an anesthetic registrar and intensive care doctor before commencing general practice. He enjoys all areas of general practice with an interest in skin cancer and treatment, including minor surgical procedures, chronic disease management and children's health.

Dr Shahead Chowdhury

Dr Shahead Chowdhury admits he pursued medicine by accident, he wanted to be a Physicist, but he was awarded and accepted a place at one of the top ranked medical schools and the oldest medical institute in Bangladesh. He completed further studies in Japan and then relocated to Townsville 12 years ago with his family. Dr Chowdhury has a keen interest in Diabetes and completed his PHD (Type 1 Diabetes) at Kobe University School of Medicine in Japan and also has experience in paediatrics, women's health, indigenous health and Veteran Affairs Health.

Dr Reuben Scott

Dr Reuben Scott is a specialist GP who is great with kids and families. Dr Scott has a broad experience caring for patients of all ages and stages. He has experience in children's health, Men and Women's health, aged care, skin, musculoskeletal injuries, chronic pain/fibromyalgia (non-opiate management), and palliative care. Reuben is married to Esther and they have 3 children. He graduated from James Cook University and has been practicing in the Townsville region ever since, also earning a Clinical Diploma in Palliative Medicine at The Townsville Hospital.

Nurses

Our nursing staff have vast experience in the area of nursing and are able to assist you with any question you may have concerning your health or the health of others. Tina has been a part of Bamford Medical for over 30 years and is well known to all of our patients. Becky has recently joined us and brings with her a wealth of knowledge and new ideas.

Nursing services

- Advising and assisting with healthcare
- Triage services
- Spirometry
- Administering medications, injections and vaccinations, including childhood and travel.
- Wound management
- Chronic condition care

Appointments

To make an appointment at Bamford Medical please ring 4773 2888 and speak to our friendly and efficient reception staff. Our receptionist will require details about the appointment to enable them to provide their best service to you. Which doctor you wish to see, your name, any changes - have you moved, do you have a new mobile number or Medicare card? Upon making your appointment you will receive an SMS reminder message sent the day prior to your appointment, if you have provided us with your mobile number. Should you be unable to attend the appointment it is important that you notify us as soon as possible to allow another patient use of the appointment. It is important to remember that due to either unforeseen urgent matters or a health professional giving care to a patient that extends outside their allotted time, there are situations when your doctor may run late. We ask for your patience if this happens. Your specific health needs are our priority and we all work together to achieve your goals. Online appointments can be made via www.hotdoc.com.au

Longer consultations

Longer consultations are available: please advise the reception staff if you require extra time.

Walk-in appointments

Walk-ins will be triaged by our nursing staff.

Bamford Medical

28 Bamford Lane Kirwan Qld 4817

phone 07 4773 2888

fax 07 4773 3538

email reception1@bamfordmedical.com.au

After hours and emergency care

If you need medical care outside of regular consulting hours please call House Call Doctors 135566, attend The Townsville Hospital Emergency department or Mater Hospital Emergency Department. If it is an emergency call 000.

Home visits

Home visits are available for regular patients whose conditions prevent them from attending the surgery. Please discuss this with your doctor.

Fees and billing arrangements

Fees are payable at the time of consultation. Children 15 and under and DVA card holders will be bulk billed.

Communication / telephone policy

To avoid interruption to consultations the doctors do not take direct phone calls from patients. Reception staff will be happy to take your details and the nursing staff will be able to triage your call.

Test results

Test results are not routinely given over the phone. Your doctor will advise when they expect to receive your results. If follow up appointment is necessary, the nursing staff will contact you.

Reminder system

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care.

Management of patient health information

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

Patient rights

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes. We encourage patients to discuss and participate in decisions about their healthcare.

Referrals and engaging with other services

Our practice regularly engages with local health services, such as specialist, allied health and hospitals. If required, your doctor will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

Patient feedback

Please speak to one of our doctors, nurses or admin staff if you have suggestions, or are unhappy with the service you have received. Alternatively you can contact:

Office of the Health Ombudsman **133 OHO (133 646)**

PO Box 13281 George Street

Brisbane Qld 4003

complaints@oho.qld.gov.au

Patients who require communication services

Patients who require communication assistance are asked to let the reception staff know when making the appointment.

Bamford Medical works with patients, their family and the community to promote and achieve optimal health and wellbeing.

At Bamford Medical we aim to provide physical and emotional support to our patients and their families. Together Bamford Medical aims to positively influence our patients and the local community toward leading a healthier lifestyle, through facilitating improvements in health and wellbeing. We provide a work environment where each person is valued, respected and has the opportunity for personal growth and professional development. The commitment of our staff, physicians, volunteers, students, community partners and friends to our mission will ensure we continue to maintain a quality of presence and tradition of caring in the community we serve.

WHEREVER THE
ART OF MEDICINE
IS LOVED, THERE
IS ALSO A LOVE
OF HUMANITY.

HIPPOCRATES