

Welsby Parade Medical Centre

PHONE: (07) 3408 1333

FAX: (07) 3811 6401

MONDAY TO FRIDAY: 8:30am- 6:00pm.

SATURDAY: *Currently closed due to COVID pandemic*

GENERAL PRACTITIONERS:

Dr Laurence KHOO

Dr Nicole BOYD

Dr Bahram BOGHRATY

Dr Goli BOZORGI

Dr Archana BHANDARKER

Dr Alicia ARIVALAGAN

Dr Alex ORAM

Dr Yi Wen POH

Dr Shameela ORRIE

PRACTICE MANAGER:

Laurie Khoo

REGISTERED NURSES:

Shona, Karen & Paula.

CHRONIC DISEASE NURSES:

Liz

MEDICAL RECEPTIONISTS:

Lindsay, Trish, Christine, Ina, Jan & Annabelle

ABOUT THIS PRACTICE: Welsby Parade Medical Centre is an **ACCREDITED** general practice which has been established at this location for 30 years. This practice offers comprehensive, quality family health care ranging from our antenatal share-care program with the Caboolture Hospital to our special interest in aged care. Complimentary medicine such as acupuncture is offered in conjunction with Traditional Medicine.

AFTER HOURS SERVICE: Ph: 134 100 This practice employs the services of the Hello Home Doctor Service to provide bulk billed after hours medical care for patients of our practice.

Phone lines are open from 4pm weekdays, 10am Saturdays, all day Sunday and public holidays.

APPOINTMENTS: Consultations are **15 mins** and we do our best to be on-time. Please notify the receptionist if your problem is **URGENT** or if a **LONG CONSULTATION** is required. Patients with appointments will take precedence over others. Walk-ins will need to wait for a gap in the appointment schedule. Patients can consent to receive SMS reminders for appointments.

MISSED APPOINTMENTS: If you need to cancel an appointment please give us at least 2 hours notice. If you miss your appointment and don't ring to cancel, reception will call you to **document** a reason for your non attendance – this is a legal requirement. Missed appointments will incur a fee and the patient will not be permitted to book an appointment until the fee has been paid.

CONFIDENTIALITY: All patients personal health information is treated with the utmost respect and confidentiality in accordance with the RACGP Code of Practice. Our practice privacy policy which is compliant with principals of *Personal Health Information* is available from reception.

eHEALTH: This practice has registered for e-Health. All Australians can choose to register for a personally controlled electronic health record. With your permission all your healthcare providers can have appropriate access to your health information when and where you require them to assist in your health care. Ask reception for a brochure about eHealth which will give you details about how to register.

FEEDBACK is valuable and helpful. Many of the improvements made at this practice are the direct result of your feedback, forms are located in the reception area. For more serious or personal complaints your doctor would be available for discussion at a mutually convenient time. Unresolved concerns may be reported to the Health Quality & Complaints Commission Ph: 07 3120 5999. The doctors conduct their practice in accordance with the CODE OF CONDUCT as set out by the Medical Board of Queensland.

RESEARCH: Our practice will use patient data from time to time in the name of quality improvement but will never forward your personal health information to a third party, only de-identified data is used for these purposes. Please let us know if you do not want your de-identified data to be used for these purposes.

FEES: This practice has a mixed billing policy.

We bulk bill DVA/Pension/Health Care Card holders, Indigenous patients & all children aged 16 and under. Concession cards **must be current** & shown to reception to ensure you are bulk billed.

FOR ALL OTHER PATIENTS THE FOLLOWING FEES APPLY:

Brief Consultation	\$ 45.00	Medicare rebate:	\$ 17.90
Standard Consultation	\$ 67.00	Medicare rebate:	\$ 39.10
Long Consultation	\$ 103.00	Medicare rebate:	\$ 75.75
Prolonged Consultation	\$ 138.00	Medicare rebate:	\$ 111.50

If you are experiencing financial difficulties please discuss your situation with the doctor.

HOUSE CALLS: Our doctors do make house calls, however these calls should be reserved for people in genuine need. **There is a charge for ALL house calls**, \$90 for Health Care Card Holders and Pensioners and \$100 for all other patients. Dr Khoo does weekly visits to the local nursing homes for the convenience of our patients.

INDIGENOUS HEALTH: This practice has an agreement with the Institute for Urban Indigenous Health to provide co-ordinated delivery of primary health care to Aboriginal and Torres Strait Islander peoples. Please identify yourself as an indigenous person so we can offer you chronic disease management.

MINOR OPERATIONS: This practice has the facilities to deal with minor surgery relating to skin cancers. Please request a full body skin check from your doctor if you have suspicious skin lesions.

PHONE CONSULTATIONS: During the COVID pandemic medicare has temporarily relaxed the rules to allow phone consultations. There are still limitations to this and a patient not being physically present can present clinical difficulties. We can only do phone consultations where it is clinically appropriate.

EMAIL CORRESPONDENCE: Email correspondence is not considered a secure method of communication. As a result the practice does not usually engage this mode of communication.

REPEAT PRESCRIPTIONS: Doctors have legal restraints on their ability to provide repeat scripts without consultation. You will therefore be required to make an appointment for prescriptions.

REMINDER SYSTEM: This practice is committed to preventive care and health promotion and therefore operates a reminder system for asthma reviews, health assessments, diabetic assessments, immunisations & GPMP reviews. The practice also participates in the national reminder system for pap smears, breast screening and child immunisations. In the interests of providing good medical care, all patients are included in this reminder system, unless we are otherwise instructed.

RESULTS: Test results are not given out to patients without consultation. Please make a follow-up appointment with your doctor at the time the tests are ordered. Patients have a responsibility to make sure the tests ordered by their doctor have been done as soon as possible and the patient then attends their follow-up appointment to discuss the results with the doctor. For clinically significant test results reception will phone to ensure a follow up appointment is made.

SPECIALIST REFERRALS: With the exception of continuing care arrangements by us, please make an appointment with your doctor regarding referrals. It is not appropriate for patients to ring and request a referral for a specialist appointment without first consulting your GP.

TELEHEALTH: Telehealth is available at this practice in order to improve access to specialists in distant locations and for those patients with restricted mobility. Please discuss this with your GP if you feel you would benefit from this service.

REQUEST FOR HEALTH INFORMATION: If you need a copy of your health summary, results or reports please make an appointment with your doctor and he/she will print them off for you. If you wish to transfer your health record to a third party (eg. another practice) we will be happy to transfer the information required once we receive a **valid request** from the other practice which has been **signed by you**.