

Welsby Parade Medical Centre

PHONE: (07) 3408 1333

FAX: (07) 3811 6401

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

GP'S PRACTICING FROM THESE ROOMS:

Dr Laurence KHOO
Dr Bahram BOGHRATY
Dr Alicia ARIVALAGAN
Dr Lauren SCHOEMAN
Dr Alixandra WONG

Dr Nicole BOYD
Dr Yi Wen POH
Dr Jyoti SINGH
Dr Muthuvel JAYABALAN
Dr Nigel KWOK

PRACTICE MANAGER:

Laurie Khoo

REGISTERED NURSES:

Shona, Paula, Jenny & Vicky

CHRONIC DISEASE NURSES:

Liz

MEDICAL RECEPTIONISTS:

Lindsay, Ina, Annabelle, Amanda & Dee Dee

ABOUT THIS PRACTICE: Welsby Parade Medical Centre is an **ACCREDITED** general practice which has been established at this location for 40 years. Doctors at the location offer comprehensive, quality family health care ranging from antenatal share-care program with the Caboolture Hospital to residential aged care visits.

AFTER HOURS SERVICE: Ph: 134 100 Hello Home Doctor Service provides bulk billed after hours medical care to this area. **Phone lines are open from 4pm weekdays, 10am Saturdays, all day Sunday and public holidays.**

APPOINTMENTS: Consultation times are **15 or 20 minutes** depending on your practitioner 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 may not be able to be accommodated unless an **URGENT** issue. 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 a further 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: 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.

FEEDBACK is valuable and helpful. Many of the improvements made 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 Office of the Health Ombudsman Ph: 133646. The doctors conduct their practice in accordance with the CODE OF CONDUCT as set out by the Medical Board of Queensland.

RESEARCH: Patient data is used from time to time in the name of quality improvement but will never be forwarded to a third party without your consent, 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: Practitioners at this location employ a mixed billing policy.

Bulk billing is available for DVA/Pension/Health Care Card holders, Indigenous patients & all children aged 16 and under. Concession cards **must be current** & shown to reception to access this.

FOR ALL OTHER PATIENTS THE FOLLOWING FEES APPLY:

Brief Consultation	\$ 50.00	Medicare rebate:	\$ 18.85
Standard Consultation	\$ 75.00	Medicare rebate:	\$ 41.20
Long Consultation	\$ 113.00	Medicare rebate:	\$ 79.70
Prolonged Consultation	\$ 151.00	Medicare rebate:	\$ 117.40

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

HOUSE CALLS: House calls are available however these calls should be reserved for people in genuine need. **There is a charge for ALL house calls**, \$95 for Health Care Card Holders and Pensioners and \$120 for all other patients.

Dr Khoo does weekly visits to the local nursing homes for the convenience of our patients.

INDIGENOUS HEALTH: An agreement exists 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 your doctor can offer you chronic disease management.

MINOR OPERATIONS: Facilities are available 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: Phone consultations are available for short appointments where it is clinically appropriate. There are limitations to this as many health issues require a patient to be physically present for a doctor to appropriately diagnose and treat. If you are unsure whether a telephone consultation would be suitable please phone us to discuss.

EMAIL CORRESPONDENCE: Email correspondence is not considered a secure method of communication. As a result the practice does not encourage its use and we do not use email to receive requests or enquiries. We can forward information/correspondence by email to you with your consent.

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: GP's at this location are committed to preventive care and health promotion and therefore operate a reminder system for asthma reviews, health assessments, diabetic assessments, immunisations & GPMP reviews. This also includes participation in the national reminder system for cervical screening, 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 completed as soon as possible. The patient then attends their follow-up appointment to discuss the results with the doctor. For clinically significant results reception will make contact 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. Patients will need an appointment with their GP for all referrals to a specialist.

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 we will be happy to transfer the information required once we receive a **valid request** from another provider which has been **signed by you**.