COOLUM BEACH MEDICAL CENTRE COO COOLUM BEACH MEDICAL CC CENTRE

COOLUM

**PATIENT INFORMATION BOOKLET**



**21-37 Birtwill Street,Coolum beach,Qld 4573**

**Phone: 5446 1466 Fax: 5446 2866**

**Email:** **info@coolumbeachmedical.com.au**

**Website: www.** **coolumbeachmedical.com.au**

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**Welcome to Coolum Beach Medical Centre.**

Our Medical practice has been providing patients with medical services in Coolum since 1990. We are committed to enhancing the health and well-being of the local community by providing every patient with the best possible care through integrated clinical practice and education. Our experienced team of male and female Doctors are here to take care of all your medical needs offering a professional and high-quality service in a personal, friendly, and relaxed atmosphere. Our team can provide medical care for the whole family from newborn babies through to the elderly.

**MISSION STATEMENT:** COOLUM BEACH MEDICAL CENTRE combines ethical conduct with excellence in meeting needs of patients.

This Practice is committed to promoting wellness and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

 The staff of COOLUM BEACH MEDICAL are provided with the highest standard of training and a supportive and positive corporate culture to ensure it is an Employer of choice.

 The COOLUM BEACH MEDICAL doctors and allied health professionals are committed to providing the highest standard of medical care to its patients.

COOLUM BEACH MEDICAL CENTRE continues to grow its model to promote its values and performance in the health industry.

**OUR GENERAL PRACTITIONERS:**

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| --- |
| **Dr Timothy Smith**MBCHB, FRACGP |
| **Dr Joe De Jager**MBCHB, FRACGP |
| **Dr Jacobus De Villiers**MBChB (Pretoria, SA), DA(SA) MPharmMED FRACGP |
| **Dr Poshitha De Silva**MBBS, FRACGP, DCH |
| **Dr Satish Kharia**MBBS, DCH, FRACGP |

**Appointments**

 A standard consultation is approximately 10 minutes in duration. If you require a longer consultation, please notify reception when booking. We understand your time is valuable, and every effort is made to keep appointment times; however patient medical needs can be unpredictable. Please accept our apologies in advance, should you experience an extended waiting period.

For skin checks, cervical screenings or more complex issues please book a long appointment up to 20 minutes.

All new patients require a long appointment of 20mins.

 For Care Plans, Diabetic Reviews, Mental Health Plans you will require a long appointment with our Chronic Disease Clinic followed by a long appointment with your regular Doctor.

 We endeavour to accommodate our existing patients that experience an emergency throughout the day using our Triage Policy.

**Practice opening hours**

Monday to Friday 8.30am to 5.00pm our phones are opened at 8.00am each morning.

**Emergency Medical Attention**

 If you require urgent medical attention, please dial 000

**After Hours Medical Attention**

 In the case of urgent care required outside of our normal hours, please call 000:

**For non-urgent after-hours care call the surgery on our general number 5446 1466.**

Sunshine Coast University Hospital: 5202 0000

13HEALTH: 13 74 25 to speak with a nurse for advice

**New Patients**

 New patients are required to fill in a New Patient Registration Form. This can be filled on arrival before your appointment time at the clinic, or available for download from our website.

 Payment is expected at the conclusion of your consultation. We will submit your claim directly to Medicare for your rebate to be paid into the account you have supplied to them.

 All new patients require a Long Appointment and are required to arrive 10 minutes prior to their appointment. All new patients are required to complete paperwork and meet with our Practice Nurse prior to Doctor.

**Fees and Billing Arrangements**

Coolum Beach Medical is a mixed billing practice. Bulk billing is available 5 days a week for those that are eligible.

Those on an aged care pension, health care card or pension concession or children 15 years and under are eligible for bulk billing from Monday to Friday.

Standard consultation fee (Level B): $72 (rebate $38.75).

Long Appointment & New Patients consultation fee (Level C): $110.00 (rebate $75.05)

Extensive consultation fee (Level D): $145

 Please note that fees may vary according to the time spent with your Doctor. Individual Doctor Consultation fees may also vary. Rebates direct to your account from Medicare can be done at time of consult.

**International students**

 A required to pay for their consultation on the day. Students will be given a receipt to claim back directly with their insurer.

 **Private Fees**

 Procedures, Wound dressings, casting etc a private fee maybe charged in addition to the consultation fee, please discuss with your GP the cost of the dressings required for your care. If patients prefer, they are welcome to purchase appropriate dressings directly from their pharmacy of choice and bring to the appointment for the nurses to use.

**Payment Methods**

Cash, EFTPOS, Credit Card. Payment of fees is required at the time-of-service Medicare Rebates are done whilst you are here, for patients who have their bank details registered with Medicare. For Bulk Billing we will send directly to Medicare on your behalf.

 **Cheques**

Credit terms are only available by prior arrangement. Company Medicals will be invoiced if approved prior. Diners Cards and AMEX are not accepted.

**Our Services**

We offer a full range of General practice services including:

• Women’s Health

• Immunisation

• Skin Checks

• Travel Consultations

• Health Assessments

• Chronic Illness Management

• Veteran Affairs

• Pre-employment medicals. And Employment medicals

• Drivers Medicals Commercial and Health Medicals and over 75’s drivers medicals

• Travel Consultations

•Work Injury Management

**Telephone Contact with Doctors**

Each Doctor has his/her own preference for accepting and returning calls. In most cases, a message will be sent to the doctor for their attention, if the doctor is with another patient and your call will be returned when the doctor is available.

**Cancellations**

We offer an appointment reminder system. You will be sent a reminder 24hours prior to your appointment via text message. Cancelling appointments is totally understandable. 24 hours’ notice is appreciated if possible, but we ask that you call the Clinic at least 2 hours prior to your scheduled appointment to cancel. This allows other patients to utilise that appointment time.

A Fee may apply to patient’s who do not attend or cancel within last hour of appointment or has continued not to arrive for appointments in the past.

**Travel**

All your travel vaccines and travel Health advice is available on site. Please book 6-8 weeks before your trip to ensure you have left enough time for the vaccines and have received the correct health advice.

 **Childhood Immunisations**

 Childhood Immunisations are typically provided by our Practice Nurse after consultation with your doctor. The Immunisation record is automatically sent electronically to the Government Immunisation Register.

 **Reminder System**

 We are committed to preventative care. We may issue reminder notices via SMS or post, offering you preventative health services appropriate for your care. If you do not want to be part of this service, please let us know. If your doctor has ordered a test for you it is important that you make an appointment as soon as you have had your test so that your results can be given to you. Please ensure that your contact details are up to date as we may need to contact you if your result is abnormal.

**Test Results**

We understand that receiving test results is an important part of your treatment. We use a recall system through HotDoc SMS to contact patient is for recall of results. You will receive 2 SMS then followed by a letter if we have had no response. Our policy is that a patient is required to book an appointment with his/her doctor to receive and discuss results. This is to ensure the results are effectively communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients. In some situations, a doctor may make other arrangements for communicating results. Please discuss with your doctor exactly how and when he/she intends to make contact. If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with the Doctor. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf. In the case of urgent results, the patient will be contacted by phone.

**Privacy/Management of your Personal Health Information**

Your medical record is a confidential document, our policy is to ensure the security of your personal health information and is only available to authorised members of staff. A copy of our privacy policy is available upon request. In accordance with the Privacy Act (1988) all information collected in this practice is treated as “sensitive information”. To protect your privacy, this practice operates strictly in accordance with the Act. We use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g., pathology, x-ray).

**Transfer of Medical Records**

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form found at Reception or on our website. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. We will transfer a health summary free of charge, however a fee applies for documents over 5 pages. Please speak to reception for a quote. This will need to be paid before the records are sent.

**Communication Services and Access for Patients with special needs**

This practice provides a translator services for our patient’s. The clinic can arrange free telephone or in person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient’s consent. For those with a walking impairment or wheelchair bound, we have large entrance doors to our facility Assistance with wheelchair from our staff is available on request.

 **Engaging with Other Services**

In order to assist in providing coordinated care, our clinic maintains a directory of local health related services and an on-going professional relationship with many of these providers. Doctors and Nurses engage with local medical services including diagnostic services, hospitals and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services, and health promotion and public health services and programs. Depending on the service provided (e.g., pap smears, vaccinations) your health information may be forwarded to National/State Reminder Systems/Registers. By signing our patient registration from you will be consenting to the above.

**Renewing Prescriptions**

 Please ensure you plan and book ahead with your regular Doctor for script repeat No repeat scripts will be written if you have not had a review with your Doctor within 1 months. If the Doctor leaves scripts to be collected they must be signed for at reception by yourself, your representative, or your chemist.

**Referrals**

 If you require a referral to a specialist or allied health provider, please make an appointment to discuss with your doctor. Our practice has a policy on referral documents and ensures the referral contains sufficient information to facilitate optimal care and are transmitted securely for patient confidentiality.

**Informed Patient Decisions**

 It is the policy of this practice that patients are informed of the purpose, benefit, risks and costs of proposed treatment or investigations. Patients will receive sufficient information to allow them to make informed decisions about their care. Home Visits Our preference is for patients to attend the clinic as our Doctors do not visit patients in their home. If a patient is acutely ill, immobile, and elderly or have no means of transport to the practice, please call reception on 5446 1466 for discussion of other avenues. Some of our Doctors visit Nursing homes and provide home visits during business hours. Fees may apply.

**Facilities onsite and near by**

Our waiting room areas are designed to be comfortable and functional. Please feel free to text/email/browse apps on your mobile devices while visiting our Waiting Room. Reducing device volume is appreciated. For your privacy and the comfort of others, please make/take calls outside the practice. In the event of a patient presenting with a cold/flu/cough/etc. we may request that you wear a face mask to avoid cross-infection. Alcohol-based hand rub is available at reception and in the waiting room. Handwashing facilities are available in both toilets. Our facility has free parking available at the back of our centre as well as across the road at Coles. We have wheelchairs available for use.

**services include:**

•SNP Pathology - open 6.30am to 4.30pm M-F, (closed for Lunch 12.30-1.30pm). 8.00am to 11.00 Saturday

• Full Nursing support - 2 bed treatment room

• Podiatrist onsite Weds and Thursday

•Xray and Imaging near by

•Pacific Radiology near by

**No Smoking Policy**

 Our practice is smoke free /tobacco/vape/etc . Please extinguish all smoking products before entering the building or outside entrances. Your doctor or nurse will be happy to discuss smoking cessation programs with you if required.

**Occupational Violence/Harassment/Unreasonable Behaviour Policy**

 Coolum Beach Medical Centre has a Zero Tolerance Policy and is displayed in our waiting room. All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying, etc. is not tolerated and may result in a ban from the practice. In the event of threats or violence the police will be called.

**Complaints/Comments/Suggestions**

 We respect your right to have a constructive, accessible, and confidential means for providing positive or negative feedback about our services, and for having these comments or complaints dealt with in a fair and efficient way.

 Any concerns can be brought to the attention of the Practice Manager, your GP or the centre’s Principal Doctor.

Written feedback and/or complaints may be placed in our suggestion box located at the bookshelf near reception or can be given to any staff member. We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification (e.g., appearance of clinic, lack of supplies in toilet, temperature). These are matters we may be able to attend to/resolve immediately.

 Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. There also is a complaint form on our website. The Practice Manager is also available to speak with you. This may be arranged via reception.

 We welcome feedback and suggestions and take all complaints seriously. We use this feedback as part of our internal process to improve or consolidate the services provided by this Practice. We will respond verbally or in writing depending on each circumstance.

 If you wish to take a matter further and feel that you would like to discuss the issue with someone outside of the clinic, please contact the Office of the Health Ombudsman on 133 646 or submit a complaint online via www.oho.qld.gov.au.

Coolum Beach Medical Centre has a Data Breach Policy and follow guidelines set by the Office of the Australian Information Commissioner. Further information on this can be found by visiting www.oaic.gov.au.

**PRESCRIBING DRUGS OF ADDICTION** It is a Policy of Coolum Beach Medical Centre that new patients will not be prescribed drugs of dependence at the first visit. We follow guidelines and seek approval from the Monitored Medicines Unit (MMU) before prescribing any S8 or restricted S4 drugs.