

CAPALABA GENERAL PRACTICE

5 Larbonya Crescent

Capalaba Q 4157

Phone 07 3245 3011 Fax 07 3245 3022

Email: reception@capalabagp.com.au

Website: www.capalabageneralpractice.com.au

PATIENT INFORMATION BROCHURE

This practice is committed to providing comprehensive general practice care to all individuals and families who are registered as our patients. We are also committed to promoting public health issues in our local and wider community through supporting public education programs, medical student education and medical research.

We will see patients who are unwell or in pain on the “same day”, although due to appointment schedule constraints, that may not always be possible with the requested doctor. Also, we will endeavour to provide non-urgent appointments within one or two days although this may not always be possible with the specific doctor requested.

House calls are available for regular patients whose condition prevents them from attending the surgery. We can arrange ambulance transport to the surgery if this is appropriate. (We encourage all patients to subscribe to the ambulance service).

All patient consultations and medical and account records are kept strictly confidential.

WHAT WE ASK IN RETURN

We ask that you, as a patient of our practice, consider attending this practice for all General Practitioner services, unless that is not possible. This will assist us to effectively manage your health. We want you to consult us for the “simple” problems you wish to see a doctor about, as well as the “complex” ones.

Also we request that you consider the options detailed on page 3 of this brochure when you require care during the “after hours period. As well as providing details about our general practitioner after-hours service, these options include ones that involve no out-of-pocket expense. If you choose one of these options we can easily access information about your treatment and keep your records up-to-date and accurate.

STAFF AT THIS PRACTICE

All of the doctors at this practice are vocationally registered. This means that they satisfy the requirements of the Royal Australian College of General Practitioners (R.A.C.G.P.) with respect to their qualifications and on-going medical education

Associate Professor Cliff Rosendahl

With over 40 years' experience as a GP Cliff Rosendahl now works exclusively in the field of skin cancer. He is an Associate Professor at The University of Queensland Australia and Distinguished Visiting Professor at the Tehran University of Medical Sciences, Iran. He is Course Coordinator of the Skin Cancer Masters' Degree Program at Queensland University.

Associate Professor Rosendahl has published over 60 scientific papers and co-authored a text book as well as writing several book chapters, his main interest being in the early diagnosis of skin cancer, including melanoma. He travels nationally and internationally presenting at various conferences.

Associate Professor Rosendahl works at Capalaba General Practice from Monday to Thursday each week when he is not lecturing. He accepts new patients by consultation. To make an appointment please call our receptionist on 3245 3011.

Associate Professor Rosendahl now works primarily in the detection of skin cancer. Surgical treatment is primarily performed by his colleague at the practice, Dr Charles Elliott, a GP with a special interest in skin cancer surgery. Alternatively patients may choose to be referred to a Plastic Surgeon.

Dr Monica Wijerathne

Dr Monica Wijerathne graduated from the University of Colombo Sri Lanka in 1985. She has Post-Graduate qualifications in Emergency Medicine and holds Fellowships in both the New Zealand and Australian Colleges of General Practitioners. In 2008 she completed a degree of Masters of Medicine in Skin Cancer and is experienced in the early diagnosis of skin cancers as well as surgery for removal of lesions. She also completed at Cardiff University the Post Graduate Diploma in Practical Dermatology in 2009.

Dr Wijerathne is interested in all aspects of General Practice, Chronic health conditions, Women's and Mens health as well as travel medicine. Her patient base is broad from new born and families reaching right to some of her nursing home patients.

Dr Tore Eivers

Dr Tore Eivers graduated from the University of Queensland in 1996 and spent 3 years working country Queensland before travelling overseas to England. In England he did his general practice training including time in paediatrics and care of the elderly. He was a partner in General Practice in the UK for 5 years before returning to Brisbane with his wife and young children. He is a member of the Royal College of General Practitioners in Britain as well as a Fellow of the Royal Australian College of General Practitioners.

Dr Eivers is interested in all aspects of general practice with special interest in musculoskeletal medicine, family medicine and chronic disease management. He has completed a Postgraduate Diploma in Musculoskeletal Medicine from the University of Otago.

Therapies used by Dr Eivers to assist in the management of musculoskeletal dysfunction include

- Dry needling
- Trigger point injections
- Neuromuscular therapy
- Mobilisation and manipulation of joints
- Advice on Exercise therapy
- Joint and soft tissue injection of cortisone – shoulders, knees, trochanteric bursitis, carpal tunnel, trigger finger, carpometacarpal joint of thumb and other easily accessible joints
- Perineural injection therapy
- Suprascapular and occipital nerve blocks.

Dr Donna Pineda

Dr Donna Pineda graduated from FEU-NRMF, Philippines in 1999. She is a Fellow of the Royal Australian College of General Practitioners and holds General Registration with Australian Medical Council. She has been a GP in Australia for 12 years, half of them in Capalaba.

Dr Pineda is interested in all aspects of General Practice with special interest in management of Chronic Disease particularly Diabetes working closely with our nurses in providing the best management of their Chronic conditions. Dr Pineda has previously run our weekly baby clinic, providing prenatal and

postnatal care of mum and baby and following on with childhood immunisation.

Dr Solange Adad

Dr Solange Adad graduated in Brazil in 1981. She has been a GP in Australia for over 20 years, in different locations around Australia and largely in rural areas. In 2016 Solange moved to Capalaba. She is a member and an examiner of the Royal Australia College of General Practitioners (RACGP).

She practices a wide range of GP skills from Chronic Conditions, Skin Cancer, Mental Health and Preventative Medicine. She is passionate about motivating patients to take actions to improve their health conditions through Lifestyle Measures. These strategies include healthy eating, physical activity, being happy and socially connected, these are longer lasting, cheaper, and do not have harmful side effects. Being a GP is very rewarding for Solange as she can assist/support patients to improve their health in a holistic approach through different stages of their lives.

Ann

e Chamberlain graduated as a Registered Nurse in New Zealand in 1991. She has worked in a variety of health settings ranging from Spinal injury nursing to working as a site nurse at Port Kembla Copper. Anne joined our team in December 2010 and has a particular interest in women's health and Chronic Disease Management. In her spare time she enjoys spending time with her family and friends.

Christine Lee graduated as a Registered Nurse from Griffith University in 2012. Christine's area of expertise is assisting with surgical procedures. In her spare time she enjoys going to the gym and watching movies.

Debbie Rosendahl is the Practice Manager and her background is in Credit Management. She is the person to speak to about problems concerning appointments, accounts or other non-medical practice issues.

Jeannine, Stella, Bronwyn, Jade, Stephanie and Shirley are our receptionists and they handle

NEW PATIENT ENROLMENT

To register as a patient of this practice, you will be asked to:

1. Complete and sign a registration form and,
2. Complete and sign a form to arrange for a summary of your records to be transferred from your previous doctor.

Her hobbies include looking after her own health, dancing, cooking and gathering together with friends and getting to know people and their life story.

Dr Charles Elliott

Dr Charles Elliott graduated from University of Queensland in 1978. He has been a General Practitioner for 34 years and is a member of the Royal Australia College of General Practitioners (RACGP).

Dr Elliott has particular interest and expertise in skin cancer detection and management, and has completed a Masters of Medicine in Skin Cancer. He has worked for the last 10 years at the Banyo Clinic and continues to work there as well as assisting in surgery at the Wesley Hospital.

After 10 years part time in a skin cancer clinic, Charles joined Capalaba General Practice in July 2016 bringing with him his extensive experience with skin cancer surgery. He works closely with Professor Cliff Rosendahl by performing surgery at our premises for the management of skin cancer.

Nurses

Hayley Guy has been with the practice in a reception role since 2008. Having recently graduated from Tafe Queensland as an Enrolled Nurse she has now taken on the role of Practice Nurse.

Emma Herd graduated as a Registered Nurse in The UK in 2000. She joined Capalaba General Practice in 2018 and has over 7 years as a Practice nurse in Australia as well as many years hospital experience in the UK and USA.

Kylee Phie is a Registered Midwife and an Endorsed Enrolled Nurse. Having completed her Bachelor of Midwifery degree Kylee assists with the baby clinic.

Administration

appointments, phone-calls and accounts. They also assist the doctors by performing tests such as E.C.G's, urine tests, hearing tests and lung tests and by setting up for surgical procedures and assisting with pap smears when required. These staff members have received in-house training with respect to these duties and this is on-going.

OPENING HOURS

Monday to Friday 8am to 6:00pm
Saturday 8am to 12 Noon

The surgery does not open on Sundays or public holidays.

AFTER HOURS SERVICES

In an emergency you should call an ambulance on "000" or proceed directly to the Redland Hospital, Weippin Street, Cleveland (telephone 07 3488 3111)

Free attention is available to every Queenslander at any Public Hospital. We can access details of your treatment from any public hospital.

The Mater Private Emergency Care Centre (Phone 07 3163 1000) is open 24 hours a day. It charges a fee for this service.

The Greenslopes Private Hospital Emergency Centre (Phone 3394 7654) is open 24 hours a day and provides **free care to eligible veterans** and charges a fee-for-service with respect to other patients

To contact the NATIONAL HOME DOCTOR SERVICE phone (07) 3831 9999 OR 13 74 25

HOUSE CALLS - These are provided when this is both appropriate and necessary. If you wish to request a house call, inform the receptionist, who will inform the doctor, who will in turn discuss this with you and arrange the service if appropriate.

PRESCRIPTIONS AND REFERRALS

We do not prescribe medication or provide specialist referrals without a consultation. Assessment and surveillance are responsibilities we take very seriously. Please ensure that you have an up to date referral before seeing a specialist.

MAKING APPOINTMENTS

We aim to reduce waiting time by adhering to an appointment schedule. We also have a policy of promptly attending to urgent problems. This means that sometimes we will fall behind in spite of our best intentions. We appreciate your patience when this happens. Length of appointments is tailored to the type of consultation. Your first consultation with us will generally require a 20 to 30 minute appointment. After that, consultations for a single problem will generally be allocated 10 minutes. If you have several problems or require a full check-up or a surgical procedure, please discuss this with the receptionist who will give an appropriate appointment. Longer consultations are available on request.

In urgent situations an appointment is not necessary but it would be appreciated if you would please notify us in advance of your arrival if possible.

Appointments are generally confirmed, either by SMS or phone call, the day prior to the appointment. Please advise reception staff if you wish to receive text message reminders.

IF WE ARE FULLY BOOKED

Our policy is that no patient of this practice who is acutely ill or in pain will be refused a same-day appointment. However this may be with a doctor other than the one requested.

IF YOU WISH TO SPEAK TO DOCTOR ON THE PHONE - For example, you may think you should have an earlier appointment than the one offered. Inform the receptionist that you wish to speak to the doctor. The doctor will return your call at a convenient time.

FEES AND ACCOUNTS

Quality services of any nature come at a cost and our fees are designed mindful of what it costs us to provide our services as well as the affordability of those services to our patients.

The maximum amount of our most commonly charged fees (***effective 1/11/2016***) are as follows:

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| Level A consultation (Brief) | \$45.00 |
| Level B consultation (Standard) | \$75.00 |
| Level B skin check (Standard) | \$100.00 |
| Level C consultation (over 20 minutes) | \$120.00 |
| Level D consultation (over 40 minutes) | \$160.00 |

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| After-hours house call or consultation | \$230.00 - \$255.00 |
| Electrocardiograph | \$45.00 |
| Spirometry (Lung Function Test) | \$35.00 |
| Audiometry (Hearing Test) | \$35.00 |
| Tympanometry (Ear-drum test) | \$20.00 |
| Urine Pregnancy Test | \$25.00 |
| Workers Compensation/InjuryNet Service | As per the Workcover/InjuryNet Fees Schedule |

The cost of procedures and operations is additional. A theatre fee is included in the charge for some procedures. These fees all exceed the Medicare rebate. If you want to know the amount of the Medicare rebate for any service, please feel free to ask the receptionist

CONCESSIONAL FEES

These are charged, with respect to regular patients of the practice, in the following circumstances:-

VETERANS with a “Gold Card” will be bulk-billed for all eligible services.

AGED AND INVALID PENSIONERS will be bulk-billed for all eligible services **general practice** services, *if they are regular patients of this practice.*

CURRENT HEALTH CARE CARD HOLDERS may be charged a discounted fee but this is at the doctor’s discretion.

CHILDREN UP TO AND INCLUDING THE AGE OF 17 will normally be bulk-billed for all eligible **general practice** services if they are regular patient of this practice.

The fees charged and patient accounts are treated as strictly confidential.

TELEPHONE CONSULTATIONS ARE AVAILABLE BY APPOINTMENT. The cost is the same as for surgery consultations *but no Medicare rebate applies.* At the time of the telephone consultation the doctor will inform you if a surgery consultation should be arranged.

If in any other circumstance our fee exceeds the Medicare *Schedule Fee* you will be informed in advance.

PAYMENT OF ACCOUNTS

Accounts for services will be asked to be paid at the time of consultation. If this will cause hardship please inform the receptionist before the consultation so alternative arrangements can be made.

COMPUTERS

This practice uses computers both at the reception desk and on the doctor’s desks. These enhance our efficiency and enable us to send you reminders for things such as pap smears and childhood immunisations.

EQUIPMENT STERILISATION - All surgical equipment used in this practice is either disposable or autoclaved according to approved standards.

CHILDREN AND BABIES

Baby Clinics are conducted as required on the lower level of the building. It is necessary for appointments to be made through reception for childhood immunisations. Appointments may be made with any of our doctors at any time.

Sick children will be seen promptly and if you are very concerned you can just turn up at the surgery prior to the allocated appointment and your child will be fitted in as quickly as is appropriate.

A play room is provided for children. A change table is available. If you require privacy to feed your baby please inform the receptionist. Parents are requested to keep children in a state of supervision to avoid inconvenience to other patients.

REMINDER SYSTEM – Patients are invited to be included in our reminder system whereby you will receive computer generated reminders for services such as skin checks, cholesterol checks immunisations and in the case of women for services such as mammograms and pap smears. If you would like to be included in this system please inform your doctor.

RECALL SYSTEM – In the event that any abnormal results are received by a doctor and deemed to be urgent, patients will be contacted by the Practice Nurse to make follow up appointments with a doctor to discuss those results.

FACILITIES FOR PEOPLE WITH A DISABILITY

A ramp suitable for wheelchairs is present at the main entrance. The car park at the entrance of this is reserved for persons with a disability. A wheelchair is available from reception as is assistance if required. Should you have any special needs please discuss them with a receptionist or with your doctor.

STUDENTS – This practice participates in the education of medical students. If a student is present you will be advised and offered the opportunity to sign a consent form to allow the student to be present during your consultation. You are under no obligation to agree to this.

MEDICAL RESEARCH – We are committed to and participate in, ongoing medical research. If any project in which we are involved could in any way identify you as a patient, we will request your written consent. You are under no obligation to agree to this.

MEDICAL RECORDS –Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

While these remain the property of the practice (Rosendahl Medical Pty Ltd), if you transferred to another practice a summary of your records would be transferred according to your written consent. If this practice was sold to another doctor or medical practice you would be given the choice of having those records transferred to another practice of your choice. That practice would be required to pay a fee equivalent to our fee at that time for one standard consultation to cover the cost of those records. Otherwise the records would remain with the practice and become the property of the new owner.

Should you wish to obtain a copy of your medical record or any specific information in your medical record, please ask receptionist for a “Request for Personal Information” form.

CONFIDENTIALITY AND SECURITY OF MEDICAL RECORDS – All current health records are stored in our computer system and are protected by access passwords. Previously used hard copy files are stored within the surgery which has a monitored alarm system. Although we treat all patient records as strictly confidential, patients should be aware that a court of law can require a doctor to divulge clinical information without the patient’s consent. Also, if a doctor believes a serious criminal action has been, or is likely to be, committed, or if he believes a child’s safety is in danger, he is legally required to report that to the appropriate authorities.

THIS PRACTICE HAS A NO SMOKING POLICY

PATIENT FEEDBACK - From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are confidential and you are under no obligation to participate. If you have any complaints or suggestions we want you to tell us. You can either discuss them with a staff member such as a doctor or the practice manager or you can put your comments in a suggestion box located in the waiting room. Any improvements resulting from patient feedback will be communicated to future patients in this brochure.

We believe that problems are best dealt with within the practice. However if there is a problem you wish to take up outside, the proper authority is: -

The Office of the Health Ombudsman
PO Box 13281 George Street
BRISBANE QLD 4003

Ph. 133 646
Email: info@oho.qld.gov.au