



CAPALABA GENERAL PRACTICE

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PATIENT INFORMATION BROCHURE

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

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 can be available for regular patients whose condition prevents them from attending the surgery but will be at the doctor’s discretion. Ambulance transport can be arranged to the surgery if this is appropriate.

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

WHAT WE ASK IN RETURN

As a patient of this practice, consider attending this practice for all General Practitioner services, unless that is not possible. This will assist, to effectively manage your health. We want you to consult the doctors 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 your health practitioner can easily access information about your treatment and keep your records up-to-date and accurate.

DOCTORS AT THIS PRACTICE

All 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.

Professor Cliff Rosendahl

Graduating from the University of New South Wales in 1975, Cliff Rosendahl is a general practitioner of over 50 years' experience, with a background in rural and metropolitan general practice and forensic medicine.

He is a member of the Royal Australian College of General Practitioners (RACGP) and the Skin Cancer College Australasia (SCCA). Over the last 2 decades his clinical and academic focus has transitioned from generalist general practice to the early diagnosis of skin cancer and melanoma. He has collaborated with colleagues in Brisbane and Vienna to research the early diagnosis of melanoma and together they have published and disseminated the diagnostic algorithms Chaos and Clues and Prediction without Pigment.

He is a professor at the University of Queensland, Australia and a 'Distinguished Visiting Professor' at Tehran University of Medical Sciences, Iran. He has published over 110 papers in peer-reviewed scientific journals and co-authored 2 textbooks on skin cancer diagnostics, published in 9 and 4 languages respectively.

He has a busy schedule as an invited speaker to general practitioner and dermatologist groups both in Australia and internationally.

From 2026 Professor Cliff Rosendahl has reduced his clinical workload and is no longer performing routine follow-up skin examinations. He is however still available by appointment for patients who have been referred by other doctors, and according to availability, for new patients who are willing to have any routine follow-up skin checks by an alternative doctor. To make an appointment please call our receptionist on 3245 3011.

Dr Cameron Geldreich

Dr Geldreich graduated from the University of Queensland in 2008 after moving from Canada in 2005 to attend Medical School. He worked at Logan Hospital from 2009 until 2014 predominantly in emergency. Dr Geldreich aims to provide a patient centred, holistic and caring approach to medicine to promote health and well-being. Dr Geldreich did his General Practice training in regional Queensland and since becoming a Fellow of the Royal Australian College of General Practitioners in 2016 has been in Brisbane, he also worked within Complex Diabetes Clinics.

Dr Peter Hegerty

Dr Peter Hegerty has been a GP in Capalaba General Practice for many years. His ongoing service is predominately providing on-site visits for Capalaba General Practice patients at various nursing homes including Nazareth House.

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 at Capalaba General Practice since 2012. Dr Pineda enjoys all aspects of General Practice including women's health, antenatal care, and management of chronic disease particularly diabetes. She works 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 for mum and baby, and following on with childhood immunisation.

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 Master 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 Men's health as well as travel medicine. Her patient base is broad from newborn and families reaching right to some of her nursing home patients.

Dr Rebecca Hopkins

Dr Rebecca Hopkins graduated from the University of Queensland in 2004. She is a General Practitioner and member of the Royal Australia College of General Practitioners (RACGP). Dr Rebecca Hopkins has a particular interest in skin cancer detection and management and works with Professor Rosendahl and the other doctors at Capalaba General Practice performing skin checks and related skin cancer surgery. Dr Hopkins also works as a General Practitioner at the practice, 2 days a week, as well as assisting with General Surgery at Various Hospitals around Brisbane. In her spare time, she enjoys reading, bush walking and playing in the Australian Doctors Orchestra. Rebecca also speaks French and Spanish.

Dr Charles Elliott

Dr Charles Elliott graduated from University of Queensland in 1978 and is a member of the Royal Australia College of General Practitioners (RACGP). Dr Elliott has a particular interest in skin cancer detection and management and has completed a Master of Medicine degree in Skin Cancer. 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. In Addition to Skin Cancer surgeries, Dr Elliott offers No scalpel, No needle vasectomy here at Capalaba General Practice. This technique offers the patient an almost pain-free procedure with minimal complication and usually a short recover time. In addition to working at Capalaba General Practice Dr Elliott continues to work assisting in surgery at the Wesley Hospital and he works at The Banyo Clinic where he has worked as a GP for the last 10 years.

Dr Clinton Nash

Dr Nash is a graduate of the University of Queensland School of Medicine and has completed a Fellowship of the Royal Australian College of General Practitioners. Dr Clinton Nash is a GP with a particular interest in skin cancer medicine, including dermatologic surgery and post-operative scar optimisation. Dr Nash has had a range of clinical and hospital experience including both general and plastic surgery. He holds a Masters in Surgical Science through the University of Edinburgh, Scotland, graduating with distinction with his thesis on novel scar therapeutics. Dr Nash and his wife are avid birders and can often be found roaming the wetlands in Brisbane in the early hours of the morning. His second calling is wildlife photography, so if he is not taking photos of moles, he will be out in the bush taking photos of our local wildlife.

Dr Mehrnosh Mohseni

Dr Mehrnosh Mohsen has been working more than 7 years in Emergency including 4 years at Redland Hospital Emergency proving care to Redland community. She is a caring and passionate GP and enjoys providing care to her patients. She practices in all areas of medicine with special interest in Women's Health, Antenatal care, Children and Adolescents health and Chronic Disease Management. She has experience in Iron infusion as well and can provide immediate care and treatment for Iron deficiency anaemic patients which is very common in women.

Dr Hercules Duvel

Dr. Hercules Duvel graduated from medical school in South Africa in 1989. Following his graduation, he completed an internship in rural South Africa, where he gained valuable

experience and honed a variety of skills, including surgery. In October 1992, Dr. Duvel relocated to Canada, where he achieved Certification in Family Medicine. For 15 years, he co-owned a thriving practice near Edmonton, Alberta, before moving to Melbourne, Australia, in 2012. He was awarded FRACGP in 2011.

In 2016, Dr. Duvel completed a Master's degree in Skin Cancer Medicine, reflecting his dedication to advancing his expertise in this field. He then moved to Loganholme, Queensland, in May 2018, where he owned and operated a successful clinic. After selling the clinic, he continued to work there until December 2024.

Dr. Duvel takes pride in his strong rapport with patients and his passion for skin cancer diagnosis and treatment, including performing skin cancer surgeries. Beyond his professional pursuits, he enjoys cooking delicious meals, building projects, and travelling to explore new places.

Dr David Jo

Dr David Jo grew up in New Zealand and moved to the Gold Coast in 2009. He completed a Bachelor of Medical Science and a Doctor of Medicine from Griffith University. Since then, he has been working as a General Practitioner in SE Queensland.

He has obtained a professional certificate in skin cancer surgery and aesthetic medicine. He is always looking to improve his skills and is currently completing his Master of Medicine (Skin Cancer) with University of Queensland.

He is an active member of AADPA (Australian ADHD Professionals Association), UKAAN and The World ADHD Federation. He has also completed various workshops & master classes taught by Dr Tony Attwood.

Outside his clinical work, he enjoys his time teaching at various universities, including Griffith University & Bond University. He is a Senior Lecturer at Griffith University.

Nurses

Anne 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 and Short Form Credential in skin cancer diagnostic at University of Queensland. Christine's area of expertise is assisting with skin diagnostics and surgical procedures. In her spare time, she enjoys going to the gym and watching movies.

Tania Pollard graduated as a Registered Nurse in 1993 and has been a general practice nurse for over 15 years. Previous working within Alexandra Hills with Dr Keogh. Tania has a special interest in immunisation and child health.

Jennifer Lahrs graduated as an Enrolled Nurse in 2013 and has been working in General Practice for several years.

Michelle Browning graduated as an Enrolled Nurse in 2002, she has worked at Greenslopes Hospital for over 15 years in surgical/medical wards and in various outpatient clinics including Plastics.

Administration

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. **Stella, Stacey, Shirley, Rachel, Gail, Subha, Laurène and Emma** are our receptionists, they handle appointments, phone-calls, and accounts. They also assist the doctors by performing tests such as ECG's, urine tests, hearing tests and lung tests and by setting up 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.

NEW PATIENT ENROLMENT

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

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

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

House Calls 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

Prescribed medications or specialist referrals require a consultation with a doctor. Assessment and surveillance are responsibilities taken very seriously. Please ensure that you have an up-to-date referral before seeing a specialist.

MAKING APPOINTMENTS

Doctors run to an appointment schedule and aim to reduce waiting time by adhering to this schedule. There is also a policy to promptly attend to urgent problems. This means that sometimes our doctors will fall behind despite the best intentions. Your patience is appreciated when this happens. Length of appointments is tailored to the type of consultation. Your first consultation with the doctor 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 make 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.

Interpreter services are available if required for your appointment and will be booked by reception.

IF FULLY BOOKED

The 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.

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 healthcare services as well as the affordability of those services to patients.

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

The maximum amount of our most commonly charged fees (**effective 12/01/2026**) are as follows:

Level A consultation	\$60.00
Level B consultation	\$89.00
Level C consultation	\$130.00
Level D consultation	\$180.00
Level B skin check	\$120.00 - \$135.00
Level C skin check	\$160.00 - \$180.00
Level D skin check	\$210.00 - \$220.00
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

Saturday Consultations – **A \$10 surcharge will apply to all Saturday consultations**

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, INVALID, PENSIONERS and CHILDREN

Bulk billing/discounted fees may be available to regular patients of the Practice. Please see reception for eligibility.

CURRENT HEALTH CARE CARD HOLDERS

Bulk billing/discounted fees may be available to regular patients of the Practice. This is at the doctor's discretion.

Ultimately the fee charged is at the discretion of the doctor.

TELEPHONE CONSULTATIONS ARE AVAILABLE

Telephone consultations are available to patients of the practice.

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 efficiency and enable doctors and staff 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 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 the 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 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

Doctors are committed to and participate in ongoing medical research. If any project in which a doctor is involved in could any way identify you as a patient, written consent would be requested. 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 always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. While these remain the property of the practice (Rosendahl Nominees Pty Ltd), if you transfer to another practice a summary of your records will 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 require you 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. Although all patient records are treated 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 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 Ph. 133 646
PO Box 13281 George Street Email: info@oho.qld.gov.au
BRISBANE QLD 4000