



Practice Information Sheet

Australian Doctors Clinic is a registered General Practice offering a broad range of general health services including preventive health and chronic disease management.

We promote excellence in health by providing comprehensive and complete health care for the patients in our community.

Opening hours:

Monday to Friday: 8:30 am to 5.00pm

Saturday: 9.00am to 2.00pm

Sunday 9.00am to 1.00pm

Public Holidays: Closed

Appointments:

Appointments can be made via

- Phone
- Online (Our Website, Health Engine)
- In person

Appointments can be made by calling 07 3085 8111 between 8:30 am – 5.00pm Monday to Friday, 9.00am – 2.00pm Saturdays and 9.00am – 1.00pm Sundays.

Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor. Our standard appointment time is 10 minutes. If you have a number of things to discuss or require more time with the doctor please ask for a long appointment.

Urgent appointments are available if you are ill or injured on the day. Our nurse will speak with you about your needs and organise a suitable appointment.

If you or a family member requires an interpreter service we can organise this for you. Please make us aware when booking your appointment. For further information please see interpreter service section below.

How long do I need?

Please advise our reception staff of the appointment length you require:

Standard Consultation:

- ❖ 1 to 2 uncomplicated issues to discuss
- ❖ Repeat Prescriptions
- ❖ Dressings
- ❖ Referrals
- ❖ Returning with X-rays
- ❖ Test Results

Long Appointments:

- ❖ If you feel you need more time with the doctor
- ❖ 2 or more issues to discuss
- ❖ Counselling
- ❖ Regular Health Checks
- ❖ Driver's License Renewals
- ❖ Insurance
- ❖ Pre-employment or Driving Medicals - please let us know if you need a medical as a booking will also be needed with the nurse

Please note: Truck/taxi, insurance and pre-employment medicals cannot be claimed from Medicare.

Immunisations, Other injections, Ear syringes, Dressings and Procedures

Please advise reception if you require one of these services as you will also need to be booked in with the nurse, and if an excision is required the procedure room needs to be booked.

Results

It is very important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake including blood tests, X-rays and open access endoscopy and colonoscopy. We use SMS/letter/phone call to follow up with the test results. A "normal" result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed.

Travel

Travel can be great fun, but can also result in serious illness. Depending on where you are going you may need vaccinations to prevent having your holiday ruined by illness. Please make an appointment at least 6 weeks prior to your departure if possible, as this will allow sufficient time for your body to respond well to any vaccinations that may be needed.

Recall System

It is important for you to keep our records of your current address and contact details updated at all times, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a recall notice via SMS offering you an appointment in relation to preventative healthcare or follow up on results. If you do not wish to be contacted regarding your results via SMS please notify reception. Alternatively, we can contact you via a phone call or letter.

Getting the most out of your appointment

There are a number of things you can do to ensure you get the most out of your appointment:

- Write a list of the things you want to see your doctor about.
- Check your scripts prior to coming. Ask your pharmacist if you have any repeat scripts left when you get scripts filled, and ring for an appointment as you fill your last repeat. That way you won't run out of medication before your next appointment.
- Hand the list of your health concerns and any scripts or referrals you need to your doctor at the start of the consultation.
- Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a subsequent appointment/s to properly attend to everything
- Visit Australian Doctors Clinic website (www.australiandoctorsclinic.com.au) or Health Engine for online appointments.

Referrals

Higher Medicare rebates are available for specialist's services if you are referred by your GP. This assists in ensuring your specialist is made aware of any relevant information that may be needed to assist in your care.

Please ensure that you check with your specialist's reception about whether your referral is up to date when you make your specialist appointment. If not please make an appointment to see your doctor prior to your specialist appointment. Medicare does not allow referrals to be backdated, so if you want to obtain the higher rebate for your specialist visit please see your doctor prior to seeing the specialists.

Scripts

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose. Therefore, if you are on your last repeat please ring and make an appointment so you don't run out of it. Scripts will not be written without review, except in exceptional circumstances. If you think you will run out of your medication prior to your next appointment please leave a message for your doctor with reception and an interim script may be possible to help cover your requirements until your next appointment.

Phone Calls (receiving and returning)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see the doctor.

Privacy in the Practice

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential.

We follow the Australian Federal Privacy Laws and Standards for the private health sector. A health summary sheet will be made available. We have a Written Practice Privacy Policy, a copy of which is available on request.

We acknowledge the traditional custodians of the land. Our practice is participating in the 'Close the Gap' Government initiative. To allow us to tailor appropriate care and assist with this government health initiative please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.

Providing Patient Feedback

At Australian Doctors Clinic, it is important to ensure that we continually improve the way we deliver our services.

To do this well we ask that you feel free to provide feedback. We have a suggestion box on the reception counter for your use. If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor or Practice Manager as a matter of priority. However, for further advice regarding health service-related complaints please contact the Office of the Health Ombudsman on 133 OHO (133 646).

Special Needs

It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff who will be very willing to assist.

Fees for Service

At Australian Doctors Clinic, we are a fully bulk billing practice and we bill directly to Medicare and there is no out of pocket cost for the patient.

Patients who don't have a Medicare card there is a fee of \$80 and for international students there is a fee of \$37.05.

Procedures

Our doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, treatment of minor trauma). Cryotherapy (for skin cancers and warts etc.), nebuliser, pap smears and resuscitation equipment are available. A longer appointment time may be required for some procedures so please inform the receptionist.

Investigations

The doctors in the practice can perform electrocardiograms (ECG), lung function testing, and blood sugar testing, pregnancy tests, blood collection for pathology. X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere through a referral form the doctor when needed.

Health Assessment's

Australian Doctors Clinic provides a range of preventative health services and health assessments based on each patient's health care needs. The key aim of a health assessment is to provide a comprehensive overview of all aspects of your health and wellbeing. A health assessment can initiate extra assistance to maintain good health and prevent ill health in the future. Your doctor will always provide you with a written summary for you to keep so that over time you can monitor your progress towards achieving your stated goals.

Health Assessment's include:

- ❖ Age 75 and over Health Check
- ❖ People aged between 45 to 49 yrs.
- ❖ Aboriginal and Torres Strait Islander health check
- ❖ Intellectual Disability
- ❖ Dept. Of Veteran's Affairs

GP Management Plans and Team Care Arrangements

A General Practitioner Management Plan (GPMP) is a written plan to help you manage a chronic and/or complex condition, e.g. diabetes, arthritis, heart disease, osteoporosis, cancer etc.

As part of your plan, your doctor may identify that you could benefit from the assistance of other Health Care providers. A Team Care Arrangement involves other health care professionals who will provide ongoing services in addition to your doctor, e.g. physiotherapy, dietician, podiatrist.

If you are unsure that you qualify for a plan, please see your doctor. Medicare Australia has restrictions on who can and cannot receive management plans.

Our Team at Australian Doctors Clinic

We have experienced General Practitioners and a Registered Nurse who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care.

- Dr. Kamran Ali (GP)
- Dr. Veena Ramachandran (GP)
- Amy Curtis (Practice Nurse)

- Lisa Went (Practice Manager)
- Claire Russell (Receptionist)
- Sally Grove (Receptionist)
- Elizabeth Squire (Clinical Psychologist)
- Hannah Brereton (Dietitian)
- Tehanee Obeyeskere (Exercise Physiologist)

We offer a wide range of services

- ❖ Men's & Women's Health
- ❖ Child Development Assessments
- ❖ Child health and Immunisations
- ❖ Chronic Disease Management
- ❖ Travel vaccination
- ❖ Mental Health Services
- ❖ Onsite Pathology
- ❖ Clinical Psychologist
- ❖ Dietician
- ❖ Skin Cancer Check
- ❖ Minor Surgical Procedures
- ❖ Pregnancy & Post Natal Care
- ❖ WorkCover & Insurance Claims
- ❖ Pre-Employment Medicals
- ❖ Driving Medicals
- ❖ Flu and Shingles Vaccine
- ❖ Minor trauma/Injury management
- ❖ Implanon insertion and removals

Home Visits

It is usually better if you are able to attend the surgery as this is better equipped for examination and treatment. We do provide House/Nursing home visits for patients of this practice when necessary on request as per Doctor's discretion.

After Hours Assistance

<p>Need a doctor urgently after hours? Click or call 13SICK</p> <p>FOR URGENT MEDICAL CARE • WEEKNIGHTS • WEEKENDS • PUBLIC HOLIDAYS</p>	 <p>13SICK NATIONAL HOME DOCTOR SERVICE</p>
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Australian Doctors Clinic subscribes to an after-hours service **National Home Doctor Service** and they are contactable on **13SICK (13 74 25)** to ensure our patients have access to 24-hour care. They provide after-hours primary medical care with qualified Doctors who attend homes, nursing homes, aged care facilities, hotels and workplaces.

For emergencies dial 000

Public emergency care is available at Royal Brisbane, QEII, Princess Alexandra and Logan Hospital

Emergency Care is available **Privately** at Greenslopes, Mater, Wesley and St Andrews Private Hospital emergency departments.

Our Location and contact details:

Australian Doctors Clinic

Kenmore Village Shopping Centre (Next to Commonwealth Bank / Pool Shop)

Shop 3, 9 Brookfield Road, Kenmore QLD 4069

Ph: 07 3085 8111 Fax: 07 3378 5581

Website: www.australiandoctorsclinic.com.au

Interpreter Services

Patients are encouraged to use the free Translating and Interpreting Service. This free service is available 24 hours a day via telephone on 131 450. Further information about this is available at: -

<https://www.tisnational.gov.au/>

Another free interpreting service is available for patients who are deaf and use Australian sign language (AUSLAN). Their contact details are: 1800 246 945 or website www.nabs.org.au

Privacy and Confidentiality:

The purpose of this document is to outline how Australian Doctors Clinic complies with its confidentiality and privacy obligations. The Australian Doctors Clinic will make this Privacy Policy available to anyone who asks for it.

As an organisation, our principal concern is and always has been the health of patients who visit our medical centre. A high level of trust and confidentiality is required to ensure the confidence of the patients we serve.

From the 21st December 2001, the Privacy Amendment (Private Sector) Act 2000 extended the operation of the Federal Privacy Act 1988 to include the private health sector throughout Australia. Going forward, patients will be assured that their privacy will be protected when visiting our practice; that the information collected and retained in our patient records is correct and up-to date; and that they can access their information for review.

While the new legislation will serve to complement our existing culture of confidentiality and our already established professional practice obligations and to ensure best practice.

No exceptions under the Privacy Act apply to personal information that we hold or to any of our acts or practices.

Collection, Use & Disclosure

We recognise that the information we collect is often of a highly sensitive nature and as an organisation we have adopted the highest privacy compliance standards relevant to ensure personal information is protected.

We are a service company to the medical practitioners who provide services at our practice. For administrative and billing purposes, and to enable the patient to be attended by other practitioners in our practice, patient information is shared between the practitioners who attend a patient.

We (on behalf of) and the practitioners may collect personal information (including health information) regarding patients for the purpose of providing medical services and treatment to patients. Personal information collected will generally include: the patient's name, address, telephone number and Medicare number; health care fund; current drugs or treatments used by the patient; previous and current medical history, including where clinically relevant a family medical history, and the name of any health service provider or medical specialist to whom the patient is referred, copies of any letters of referrals and copies of any reports back.

We may access information:

- provided directly by the patient;
- provided on the patient's behalf with the patient's consent;
- from a health service provider who refers the patient to medical practitioners
- from health service providers to whom patients are referred.

Personal information collected by us may be used or disclosed:

- for the purpose the patient was advised of at the time of collection of the information by us;
- as required for delivery of the health service to the patient;
- as required for the ordinary operation of our services (i.e. to refer the patient to a medical specialist or other health service provider);
- as required under compulsion of law; or
- where there is a serious and imminent threat to an individual's life, health, or safety; or
- a serious threat to public health or public safety.

Other than as described in this Policy or permitted under the National Privacy Act, Australian Doctors Clinic uses its reasonable endeavours to ensure that identifying health information is not disclosed to any person.

We keep health information for a minimum of 7 years from the date of last entry in the patient record (unless the patient was a child in which case the record must be kept until the patient attains or would have attained 25 years of age). This is because we are required to maintain such records under some laws.

Because of the sensitive nature of the information collected by us to provide its services, extra precautions are taken to ensure the security of that information. Our electronic files are password-protected on several levels, and the computer backup drives are stored offsite.

We require all our employees and contractors to observe obligations of confidentiality in the course of their employment/contract. We also require independent contractors to sign a confidentiality undertaking.

Medical practitioners who provide services at our practices may refer patients to the following services:

- pathology services
- radiology services;
- public hospitals;
- private hospitals;
- day procedure centres;
- specialist medical practitioners and other health providers involved in the relevant patient's care which may include surgeons, nurses, occupational therapists, pharmacists, physiotherapists, psychologists, dietitians, audiologists, podiatrists and the ambulance service.

Secondary purposes which are directly related to the primary purpose of collection for which we may use or disclose personal information may be for quality assurance, training, billing, liaising with government offices regarding Medicare entitlements and payments and as may be required by our insurers.

We also collect information about the medical practitioners who provide services at our practices. This information is collected directly from or with the agreement of the medical practitioner. This information includes the name, address, qualifications and experience of the medical practitioner.

Accessing your information, complaints and obtaining further information

If an individual wish to:

- complain to us about a breach of privacy; or
- access his or her own information held by us; or
- correct any information held by us concerning his or her own information; or
- find out more about how we deal with personal information, that individual can contact:

The Privacy Officer

C/O Practice Manager

Australian Doctors Clinic, Shop 3, 9 Brookfield Road, Kenmore Qld 4069

Complaints and Feedback:

Australian Doctors Clinic welcome all feedback (negative, positive, neutral). We see this as an opportunity to improve and be a Quality Health Care Service Provider. All complaints are forwarded to the Practice Manager and are followed up in a timely manner.

Australian Doctors Clinic

Complaints if unresolved can be forwarded to Queensland's independent health complaints agency:

The Office of the Health Ombudsman
PO Box 13281 George Street
Brisbane Qld 4003