

## PATIENT INFORMATION

### DOCTORS

#### PRINCIPAL

Dr Izak Bakker B Com MBChB FRACGP CPC Dermatology

#### ASSOCIATES

Dr Ewen Cameron MBBS

Dr Sameera Kevitiyagala MBBS

Dr Oran Carroll

#### PRACTICE TEAM

Practice Manager Matt Gilchrist

Team leader Lyn

Practice Nurses Kate, Meg, Rachel

Receptionists Letitia, Vicki & Donna

#### PRACTICE HOURS

Monday – Friday 8.00am – 5.00pm

#### APPOINTMENTS

Emergencies and children who are unwell will always be given priority and our staff will attempt to contact you if there is any unforeseen delay or your Doctor has been called away.

A standard consultation is 15 minutes. Longer consultation times are available so please advise our staff if you require some extra time or if you have more than one item to discuss with your doctor. If you are attending for a health assessment, medical examination or a minor procedure, please inform the reception staff so they can book accordingly.

#### CANCELLATIONS

You are requested to give a minimum of 2 hours notice if you need to cancel an appointment otherwise you may incur a \$25 non-attendance fee.

#### INTERPRETER SERVICE

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

#### FEES AND BILLING ARRANGEMENTS

Crows Nest Medical Centre is a private billing practice. Discounted fees apply to valid Concession Card holders. Children under 16 and DVA Gold Card holders are always bulk billed. Bulk billing is also available, at doctor discretion, to any patients who are experiencing a time of significant financial difficulty. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area of the practice.

Concession card holders will be privately billed for the first visit in 4 separate months of a billing cycle (total 4 visits) and bulk billed for the remainder of the billing period. (Annual billing cycle 1 July-30 June)

In our practice, each doctor has the choice to adopt the practice billing policy or provide their own. Fees are payable at the time of consultation by cash or EFTPOS.

If your banking details are registered with Medicare your rebate automatically goes into your account. If you have difficulty in paying our fees, please discuss with the Practice Manager.

#### WOUND DRESSINGS

If your wound requires regular dressing, a dressing fee of \$25.00 per visit is charged.

### **REPEAT PRESCRIPTIONS**

Repeat prescriptions may be obtained via phone request at the doctor's discretion. Scripts will take 24 to 48 hours from the time of the request. A private fee is payable upon collection of script.

### **PROCEDURES**

Procedures with any doctor will be privately billed and will incur a gap payment with the exception of DVA Gold Card holders. Please request an estimate of costs before making an appointment.

Procedures include but are not limited to:

- Biopsy
- Bladder catheterisation
- ECG & monitoring of a patient
- Fractures requiring plaster cast
- Initial burn dressings
- Implanon & Mirena Insertion/Removal
- IV Fluids
- No Scalpel No Needle Vasectomy
- Removal of a foreign body requiring local anaesthetic
- Spirometry (lung function)
- Surgical excision & closure
- Sutures

### **RESULTS OF ANY TESTS OR PROCEDURES**

If you have undergone any tests or a procedure, please make an appointment to discuss these results with the doctor. Urgent results will be advised by clinical staff.

### **REMINDER SYSTEMS**

Our practice is committed to preventative health care. We may send you a reminder notice/SMS from time to time advising you to make an appointment appropriate to your health condition. If you do not wish to be a part of this system please advise your doctor or our administration staff.

### **TELEPHONE ACCESS**

Doctors in the practice may be contacted during normal surgery hours. The doctor will endeavour to return your call at the earliest opportunity. Our practice nurse may be able to assist you if your doctor is unavailable.

Please be aware consultations will not be conducted over the telephone.

### **HOME VISITS**

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

### **AFTER HOURS CARE**

For non-emergencies, advice or assistance the practice provides 24-hour care for existing patients on a roster system shared with Doctors from this practice. Please call us on 46981176 and your call will be transferred to the on-call Doctor. The fee for after-hours consultations is \$300.00 and is payable at the time of consultation. For life threatening, critical or serious emergencies phone 000 for an ambulance.

**PRIVACY POLICY**

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information. In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Under these circumstances, the patient cannot be identified. Please indicate to our administration staff if you do not wish to participate. We abide by the 10 National Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html). Our Privacy Policy is available upon request from Reception.

**SMOKING POLICY**

This Practice has a no smoking policy.

**YOUR RIGHTS**

If you have a problem, we would like to hear about it. Please feel free to talk to your Doctor or Receptionist. You may prefer to contact the practice manager or use our suggestion box. We take your concerns, suggestions and complaints seriously. You may also contact: Office of the Health Ombudsman, PO Box 13281 George Street BRISBANE QLD 4003

Ph: 133 646 Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)