**PRACTICE INFORMATION SHEET**

***Doctors @ Wellington Point***

Shop 21, Level 1, 685 Old Cleveland Road East,

Wellington Point, QLD 4260

Ph: 07 31061270 Fax: 07 3822 8386

admin@drsatwp.com.au

Monday – 8:30am – 5:30pm

Tuesday – 8:30am – 5:30pm

Wednesday – 8:30am – 5:30pm

Thursday – 8:30am – 5:00pm

Friday – 8:30am – 5:30pm

Saturday – 9am – 4pm

Sunday and Public Holidays Closed

Practice doctors

Dr Jawaid Yaqub MBBS, FRACGP

Dr Sangeeta Chandrasekhar MBBS, FRACGP

Dr Bhaskar Siraparapu MBBS, FRACGP

Dr Rajesh Jawajiwar MBBS, FRACGP

Allied Health Professionals and Specialists

Dr Shashi Ranjan – Cardiologist – Visiting Monthly

Dr Nirmala Sugnanum - Gynaecologist - Visiting Monthly

Cameron Bennett - My Family Podiatrist

Support Staff

Operations Manager and Nurse – Katherine Barbour

Registered Nurse – Danika Turner and Nhu Le

Receptionists – Kurt, Dawn, Caitlin and Belle

Appointments

For all appointments, please phone the practice or book via Hotdoc, Health Engine or our Website. Walk-ins are welcome and will be given the first available consultation. This usually means walk in appointments will have a wait. Emergencies or urgent appointments will be triaged by the Practice Nurse and Doctor informed immediately.

If you require a longer consultation, please let the reception staff know so they can allocate the appropriate time.

Practice services

Our Practice offers the following services for our patients:

* Family Planning
* ECG heart checks
* Asthma and Diabetes Cycle of Care
* Chronic Disease Management
* Mental Health Consultations
* Health Assessments
* Travel and Adult Vaccinations
* Children Vaccinations
* Iron Infusions
* Ear Syringing
* Wound management
* Skin Checks
* Small Procedures
* Implanon removal and insertion
* Spirometry
* On site QML
* Women’s Health
* Men’s Health
* Mirena Removal

After hours and emergency care

Please call House Call Doctors on 13 55 66 for any after hour appointments. In case of an emergency, call 000.

Home visits

Home visits are available for regular patients whose conditions prevent them from attending the surgery. Our Doctor’s do have the right to refuse home visits. All home visits have to be discussed and preapproved by your regular GP.

Fees and billing arrangements

We are a bulk billing clinic for patients between 17-64years of age, all concession card holders and existing patients. All existing patients who hold a current Medicare card, DVA card or have a Reciprocal Agreement, will have the services bulk billed with no out of pocket expense. All new patients are required to pay a one-off private consult fee of $75 for a standard consult. From this, you will receive $39.10 back from Medicare into your nominated account. Please note, this fee is based on a standard consult only and longer consults may result in a higher fee. This fee is payable at the time of your appointment.

We also bulk bill all Workcover consultations and have agreements in place with Medibank, NIB, Bupa and Allianz for Overseas Students Cover (OSSC) and Overseas Visitors Cover (OSVC). Please let the reception staff know if you hold any of these agreements.

Private Fees are billed for the following services and payment is required at the time of the consultation.

* Private/Company Medicals
* Commercial License Medicals
* Non-Medicare card holders
* Third Party Reports
* Insurance Medicals
* Iron Infusions
* Joint Aspiration and Steriod Injections
* CTP Claims
* Or any reports that are not covered by Medicare.

Communication / telephone policy

Staff will only interrupt a consultation if the problem is urgent, otherwise your details will be taken, and message given to the Doctor. Staff will not take requests for scripts, medical certificates or referrals via the phone, appointments to see the GP are required.

Test results

If you have been referred for a test, please ensure you rebook for the results, or call us within two to three days to book a follow up. Results will not be provided over the phone. Reception staff do not have access to your results.

Reminder system

All patients have given signed consent on the ‘New Patient form’ for staff to message them in regard to reminders or recalls. Our practice is committed to preventative healthcare. You have the option to opt out of receiving these reminders if you do not wish to receive these via messages.

Management of patient health information

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

Patient rights

Patients have the right, and are encouraged, to participate in decisions about their healthcare.

Referrals and engaging other services

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

Patient feedback

Please speak to a member of the clinical team, administrative staff, or practice manager, if you have suggestions, or are unhappy with the service you have received. Alternatively, you can contact the Office of the Health Ombudsman on 133 646.

Patients who require communication services

Patients who require communication assistance are asked to let the reception staff know when making the appointment.