

## **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@drsatswp.com.au](mailto:admin@drsatswp.com.au)

Monday – 8:30am – 5pm

Tuesday – 8:30am – 5pm

Wednesday – 8:30am – 5pm

Thursday – 8:30am – 5pm

Friday – 8:30am – 5pm

Saturday – 9am – 2pm

Sunday and Public Holidays Closed

### **Practice Doctors**

Dr Jawaid Yaqub MBBS, FRACGP

Dr Sangeeta Chandrasekhar MBBS, FRACGP

Dr Alpesh Borad MBBS, FRACGP

Dr Uthpali Seneviratna MBBS, FRACGP

Dr Sunny Modi MBBS, FRACGP

### **Allied Health Professionals and Specialists**

Dr Shashi Ranjan – Cardiologist – Visiting Monthly

Cameron Patterson - Podiatrist

Varun Gautam - PhysioBrains Physio

Entire Hearing Audiologist- Visiting fortnightly

Ali Ponturo- Psychologist- Monday-Thursday

Dr Dhananjay Singh- Psychiatrist- Tuesday-Friday

### **Support Staff**

Operations Manager and Nurse – Katherine Barbour

Site Manager-Dawn Goldsmith

Registered Nurse – Danika Turner and Emilly Roberts

Receptionists – Kurt, Ella and Anita

## After hours and emergency care

Please call Hello Home Doctor on 134 100 for any after hour appointments. In case of an emergency, call 000.

## Appointments

For all appointments, please phone the practice or book via Hotdoc, Health Engine or our Website. We do not accept walk in bookings. Emergencies or urgent appointments need to be seen at your local emergency department or 13HEALTH called to speak to a registered nurse.

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
- Implanon insertion or removal

## Fees and billing arrangements

We are no longer a bulk billing clinic. We do however bulk bill for patients 15years and under and 65years and over with a concession card.

All new patients are required to pay a one-off private consult fee of \$80 (Standard consult) or \$120(Extended consult) consult. From this, you will receive \$41.40 or \$80.10 back from Medicare into your nominated account or instantly with a debit card. This fee is payable at the time of your appointment.

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 Steroid 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 give out results before a doctor has given them to you.

## **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.