

CLAYFIELD MEDICAL CENTRE

YOUR HEALTH MATTERS

533 Sandgate Road, Clayfield Q 4011. Ph: 3262 1288 Fax: 3262 8822
website: www.clayfieldmedicalcentre.com.au

NEW PATIENT INFORMATION LEAFLET

Thank you for choosing the Doctors at **Clayfield Medical Centre**. We want you to know that your health and well being is extremely important to us and that is why we provide our patients with extended opening hours, flexibility when you or your family needs urgent appointments as well a number of services to accompany your everyday health needs.

CLAYFIELD MEDICAL CENTRE DOCTORS

Dr Jason Wu MBBS (QLD), FRACGP

After graduating from the University of Queensland, Dr Wu was based mainly at the Royal Brisbane and Prince Charles Hospitals, and even acted as Medical Superintendent at the Augathella General Hospital, prior to training in General Practice. After being granted fellowship with the Royal Australian College of General Practitioners, Dr Wu is thorough in his approach in all areas of General Practice, with particular interest in Men's Health, Children's Health and treatment surgical procedures/skin cancer surgery.

Dr Ada Tam MBBS (QLD), FRACGP

After Graduating from the University of Queensland, Dr Tam completed her internship at Redcliffe Hospital, and then went on to work in various rotations at the Royal Brisbane and Prince Charles Hospitals. She then trained and acquired fellowship with the Royal Australian College of General Practitioners in 2001. Dr Tam is knowledgeable in all areas of General Practice, however her interests lie in Nutrition, Weight management, Diabetes, Women's Health and Preventive Health.

Dr Julia Lim MBChB, FRACGP

Graduated in England and now holding Fellowship of Royal Australia College of General Practitioners in QLD, Dr Lim can assist you in all areas of general practice. She particularly has interest in Women's Health, including insertion and removal of implanon, and intrauterine contraceptive devices eg. Mirena/copper coil.

Dr Deborah McAlister MBBS, FRACGP

Dr McAlister graduated in UK, and acquired Fellowship of General Practice both in UK and in Qld. Dr McAlister is experienced in all areas of general practice, and has the special skills in birth control procedures like insertion of coils and hormone implants, and has particular interest in family planning, gynaecology.

Dr Amelia Stephens MBBS (Qld), BSc, FRACGP

Dr Amelia is a GP Specialist (Fellow) of the Royal Australian College of General Practitioners (FRACGP) since 2016. To stay abreast of the latest in the field of medicine, Dr Amelia enjoys attending and presenting at conferences and educational events for GPs.

In 2018 she was selected to complete the RACGP Future Leaders development course. "I'm looking forward to it as strong leadership is something I am passionate about and committed to within medicine."

In addition to working at Clayfield Medical Centre, Dr Amelia serves on a statewide council for GPs – the RACGP QLD Faculty Board to support General Practice medicine within Queensland. In this role, she gets to work with GPs all around Queensland and Australia to help ensure we all have the best quality medical care possible.

Dr Julia Sze Wai Ooi MBBS (Qld), FRACGP

Dr Julia Sze Wai Ooi is a medical graduate from the University of Queensland. After working in various hospitals around the state, she opted for a career in General Practice through the RACGP. With extensive experience especially in women's health, children's health, preventive medicine, and chronic disease management, she believes in providing the highest quality care for her patients. She has also lived in Africa where she volunteered accumulating knowledge in tropical diseases and travel medicine.

Dr Courtney Speight MD (SA)

Dr Speight graduated from Flinders University Medical School in Adelaide. She enjoys all aspects of general practice particularly women's health, antenatal care, paediatrics, men's health, and skin disorders. Dr Speight is available for implanon insertion and removal.

CLAYFIELD MEDICAL CENTRE STAFF

We have several members of staff including **Trained Medical Receptionists** and **Registered Nurses**. All of our staff are highly experienced in their fields and are there specifically to help you and your family.

CONFIDENTIALITY

As a patient of our practice, we require you to provide us with your personal details and a full medical history, so that we may properly assess, diagnose, treat, and be proactive in your health care needs.

This practice abides by NPPs (National Privacy Principles), and that privacy Policy is available on request. Because of this, it is the policy of this surgery that all results be given to the patient in consultation with your doctor. We do this in order to protect your privacy and to maintain the excellent level of care that we are constantly striving for. It is the discretion of the doctor that results or information regarding results be given to parents of children who are in their late teens and no results or information regarding results will be given to parents of patients over the age of 16 without consent from that patient. We are also unable to release results to external parties without written consent from the patient.

We require your consent to collect personal information about you, and to use the information you provide in the following ways:

- administrative purpose in running our medical practice
- billing purposes, including compliance with Medicare Australia
- Disclosure to others involved in your healthcare including treating doctors, locums, and specialists outside this medical practice, for the purpose of patient care and teaching
- For research and quality assurance activities to improve individual and community health care, and practice management. Usually information that does not identify you is used, but should patient identifiable data be needed, you will be informed and given the opportunity to "opt out" of any involvement
- To comply with any legislative or regulatory requirements eg. notifiable disease (which may be important for contact tracing and for monitoring transmission patterns/trends)
- To submit patient data to various disease specific register (cervical, breast, bowel screening, etc)

You may decline to have your health information used in all or some of the ways outlined above, but it may influence our ability to manage your health care to provide the best outcome for you. Please discuss with your treating doctor or the Privacy Officer of the practice, should you have any questions regarding the above.

If there are any legal or court documentation which are relevant to patient care eg. in any child custody arrangement, or any advanced health directive, please produce a copy of such documents for our records. We also require copies of current Enduring Power of Attorney (EPOA) in the patient's records before our practice can provide any

information or communicate with the nominated EPOA executor(s) of the patient.

OPENING HOURS

We understand that not all illnesses occur between the hours of 9.00 - 5.00 Monday to Friday so we want our surgery to reflect the needs of *our* patients. We have longer opening hours which also include access to a female doctor some days up to 6.00pm.

Hours of Operation are as follows:

Monday - Friday: 8.00am - 6.00pm
Saturday: 8.30am - midday

Please try to ring before 4pm to arrange any late appointments.

We close on Sundays and public holidays,

NB. Hours may vary without notice

AFTER HOURS CARE & HOME VISITS

For those hours outside of operation, we have arranged for our patients' care to be handled by **Family Care Medical Services**. They provide a very affordable service and give a great peace of mind for you and your family. They are the ones to call on should you require a home visit. Generally, if you feel you are so sick you cannot come to see a doctor, you may have to consider a visit to the hospital emergency. Home visits by our own doctors may be arranged at our doctors' discretion only to regular patients, by prior arrangement.

Membership Cost and Cover can be arranged with Family Care Medical Services. Their website is HOMEDOCTOR.COM.AU

To contact **Family Care Medical Services** phone (07) 3831 9999 or 13 SICK.

SERVICES AVAILABLE (includes contraceptive coils/implants)

Check-ups, family planning, pap smears, pregnant tests, antenatal checks, ECGs, heart check, skin check, counseling, vaccinations, child health, travel advice, minor surgery (eg. suturing wounds, removal of skin lesions, ingrown toenail operations, foreign body removal, etc), desensitizations, liquid nitrogen for sunspots and warts, ear-syringing, nutritional & weight management advice, sports medicine, laser acupuncture, industrial medical consultations, pre-employment/VISA medicals, mental health plans, care plans + team care arrangements, home medication reviews, refugee medicals, seniors' health assessments, and so on.

RESULTS

To maintain a proper duty of care, we are unable to give results, scripts, referrals or medical advice over the phone. The only time you may call for results is when the doctor has specifically made arrangements with you at the time the tests were ordered. It is not only unsafe for the patient but may have medico-legal implications for a doctor to give any significant results or medical advice without having a face-to-face consultation. This also applies to partners and parents requesting medication or advice without the patient present.

REMINDER & RECALL SYSTEM

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder

system. We may issue you with a reminder notice or a phone call from time to time offering you preventive health services appropriate to your care. You may also be recalled by phone or letter, or SMS, if there are significant test results available that require your return for a consultation with the doctor about further management of your health condition. The timing of such recalls depend on the urgency of the results to be discussed. Urgent results are to be discussed within a few days, or even the same day, whereas less urgent results are preferably discussed within 2 weeks. Up to 3 recalls may be sent out every 2 weeks for reminders and non-urgent results, and after 3 failed attempts in getting you back, a registered post may be sent as a final reminder/recall, at the discretion of your treating doctor, if the matter is significant enough to affect your health in a serious manner.

Should you not wish to be contacted by our practice via SMS at all, please notify our staff.

At the time of making your appointments or upon arrival for your appointment, we would appreciate your co-operation in keeping our staff up to date with your current contact details, if they have changed. We would not like our mail, SMS, or phone messages to you reach the hands of a stranger!

APPOINTMENT MAKING

When making appointments, we ask that you provide our staff with as much information as possible. This will help us determine how much time you may need with your doctor. We offer patients the opportunity to book Normal (single), Long (double) and Extended (triple) length consults. If you have a variety of things to deal with while seeing the doctor, please advise the receptionist that you will need a longer appointment. Your operation in informing staff you need to book a longer appointment for services like pap smears/women's health check, counselling, care plans, mental health plans, health assessments, or if you have multiple health issues to deal with is crucial in assisting the doctors run on-time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay.

Please note that you may also book an appointment with us online by clicking the box BOOK NOW on our practice website www.clayfieldmedicalcentre.com.au

For the benefits of Continuity of Care, we encourage all existing patients try to book in with their regular doctor as much as possible.

INTERPRETOR REQUIREMENT

Should you require an interpreter, we can organize this service for you. Ideally, we need you to give us more than 2 weeks' notice prior to your appointment if an interpreter is required on-site during a consultation. Please fax to us any request for an AUSLAN translator or National Relay Service well in advance (preferably minimum 2 weeks), to avoid disappointment.

LATE CANCELLATION & NO SHOW POLICY

Our practice applies penalties if patients missed 2 or more appointments. Such penalties comprise a fee up to the fee of the consultation missed, or are privately charged for the next visit for a concession/bulkbilled patient.

BILLING POLICY

Clayfield Medical Centre is a mixed billing surgery meaning that we **Privately Bill** most patients **except** those that hold a **current** Government Health Care Card, Pension Card, Department of Veterans Affairs Gold Card or are under the age of 16 (ie: not yet had their 16th birthday) **who live in Brisbane**. For patients in these categories, we directly bill to Medicare *given that their consultation is not at or after 5 pm Mondays to Friday, and not on Saturdays, and the appointment does not fall under the category of "Specialized Appointment"*. *The fee structure is kept at the front receptionist and are payable on the day of the consultation.*

Specialised appointments at Clayfield Medical Centre fall under the following categories:

Cervical Cancer Screening
Laser Acupuncture
Implanon insertion/Removal
IUD insertion/Removal
Treatment Room Procedure
Pre-employment/insurance/pre-adoption/VISA medical assessments.
Dietitian consultations

*Please be aware that the charges for **specialized** consultations are charged privately regardless of age or concession cards held by the patient.*

Cervical Cancer Screening

This is an essential part of every woman's health maintenance. Due to the comprehensive nature of this essential service, our doctors do not Bulk Bill PAP smears. The consult is in depth and your doctor will usually perform not only the PAP Smear, but also a Breast Check, and discuss your general Well-being. Please let our reception staff know if you require one of these consults when you make your appointment so that they can make you a longer appointment you will need.

Laser Acupuncture

Our laser acupuncture machine can help relieve soft tissue inflammation in muscles, tendons and ligaments in your body. The first consultation is billed based on length and the second and third visits are bulk billed to Medicare provided no other issues are dealt with during these follow up laser consultations.

Treatment Room Procedure

(For procedures incl. Suture laceration, Excision of skin lesion, removal of foreign body, plastering fracture etc.)
Your doctor will discuss the cost of a treatment room service, which may or may not be medicare-rebatable, depending on the particular procedure. Fees for birth control coils and implants are listed at front reception.

Pre-employment,insurance/pre-adoption/VISA medical assessments

These services are not rebatable by Medicare Australia or Veteran Affairs.

Additional fees may apply for home visits, if the consultation was exhaustive, if significant phone or electronic communications were involved, regardless of concession card or age.

Scripts & Referrals

In general, patients need to have their condition reviewed for continuation of scripts or referral, to assess if their medication is appropriate and to determine what to write on the referral. Hence a consultation is necessary. Only under exceptional circumstances would these be provided without a consultation, and a fee may apply.

Late Appointments

As the surgery becomes busier and better known, the more difficult it becomes to fit patients in when they call late in the afternoon. For this reason it has become necessary to charge an after hours fee. The fee starts from \$87 and will go up depending on the length of the consultation. This fee will apply to appointments 5:30 pm or thereafter on weekdays and on Saturdays if appointments are booked on the day. All appointments on Saturdays are private, charged at standard fees if booked prior to Saturday, and charged at after hours fee if booked on the day on Saturday, except for aged pensioners.

SHARED CARE

All our doctors are highly experienced in pregnancy care, and would gladly participate in *Shared Care* with the Public Hospitals. If you are interested, please ask the doctors or one of our staff members and they will happily provide you with all the necessary information.

IMMUNISATIONS

Many new mums aren't aware that all childhood immunizations can be done at their local doctor and in fact, the related government authority prefers it. Our nurse is available for you to have these vital immunizations administered at convenient times through out the week. Each child's immunization should be done within 30 days of turning the coinciding age to ensure you child's maximum health is maintained.

SERVICES OUTSIDE THE SURGERY

As well as visiting your doctor, it may be necessary for you to use other services in and around this area. Our surgery is in close proximity to the following:

QML Pathology
Sullivan Nicolaides Pathology
iMed Radiology
Heartcare Partners
Walters Green Psychology Consultants
Clayfield Day & Night Pharmacy
Albion Day & Night Discount Drug Store

If you are looking for one of these or other services that are closer to your home, your request form has a list of all the addresses and phone numbers on the back. Otherwise, feel free to ask one of our staff members and they will be happy to help.

EMERGENCIES AND EMERGENCY APPOINTMENTS

At Clayfield Medical Centre, we pride ourselves on flexibility for those of our patients that need to be seen urgently. If you believe that you or a family member needs to be seen rather urgently due to chest pain, shortness of breath, deep bleeding wound, vomiting or a sick child, please inform the receptionist or nurse with as much detail as possible as they are trained in triage of emergency cases and, if necessary, we could fit you in as soon as possible or advise you of the best course of action. Furthermore, if you are suspicious that you or your family member may be suffering from a highly infectious illness eg: scabies, chicken pox, measles etc., please advise staff so that the patient can be isolated. If you or a family member is at home and is experiencing severe shortness of breath, chest pain it is best to call 000 for an ambulance as the Emergency Department of your nearest hospital is better equipped to handle life threatening cases.

TELEPHONE ACCESS

GPs in the practice may be left a message during normal surgery hours. As outlined earlier, be aware that a GP cannot provide optimal care over the phone without assessing a patient face-to-face. The doctor will try his/her answer your question as soon as practicable, but usually they cannot do so until the end of the working day or the next day. They may answer your question by SMS, or suggest a face-to-face consultation if this is necessary. For information security reasons, our practice does not have an email. Any request for a phone consultation will incur a fee that would require payment by credit card over the phone, and phone consultations attracts no Medicare rebate.

TRANSFER OF MEDICAL RECORDS

If you wish to transfer your records to our surgery, please ask a staff member for a Release of Patient File Consent Form to forward onto your previous doctor. It is also best to contact that surgery to discuss their transfer of records policy and charges.

If the practice you require the transfer of your records to uses an electronic transmission system called Medical Objects, our practice is able to transfer your records electronically at no cost to you. We encourage this form of transmission as the information transmitted this way is encrypted to ensure cyber security. If you need to transfer hard copies of your medical records from Clayfield Medical Centre to another practice, a fee is payable before the transfer of your records. The actual fee will be advised by our surgery, and the fee depends on the size of the file to be sent. It is necessary to charge this fee to cover the costs of printing, photocopying, cost of staff time and registered post charge. Your understanding with regard to Transferring Medical Records is greatly appreciated as the

time and effort it takes does often become particularly costly. If you only require a health summary for the new practice, our practice is willing to fax it to your new practice without charge.

THIS PRACTICE HAS A NO SMOKING/AGGRESSION POLICY

This includes inside and around the entire ground surrounding of our Medical Centre.
If you find smoking difficult to quit, please ask our doctors for help during your consultation.
Our practice has a zero tolerance for aggression policy and we have the right to ask anyone demonstrating aggression to leave our premises, involving police if necessary, to avoid disturbance and to ensure safety to all others present at our practice.

MBA CODE OF CONDUCT DISCLAIMER

Information provided in our posters and health articles in our website may contain advertising. Our practice does not endorse any advertised services or products.

PATIENT FEEDBACK

Feedback from our patients is very important to us. Hence, we have provided a suggestion box located at the left of reception for you to pop in any suggestions you might have or any problems or disputes that you want to be brought to light. If you are not comfortable leaving it at reception, we would also be happy for you to write directly to the appropriate doctor. The contact details of Health Quality and Complaints Commission is (07)3120 5999.

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