

## HEALTH ASSESSMENTS

If you are over 75, the Government is offering a complete physical and mental check-up, at no cost to you. Your doctor and the practice nurse will perform an assessment and a management plan will be created which will help us address your health needs. We update this annually.

## CHRONIC DISEASE MANAGEMENT

Our doctors may manage the health needs of patients with chronic medical conditions using a GP Management Plan. Patients needing multidisciplinary care can be managed via Team Care Arrangements.

## REPEAT PRESCRIPTIONS

Most medications may only be safely prescribed with a consultation. Please make an appointment for any repeat medications.

## REFERRALS

If your medical condition requires further assessment, your doctor may refer you to a specialist. Your doctor will need to see you and provide you with a written referral.

## YOUR PRIVACY

Your medical record is a confidential document. Our practice policy is to maintain the security and protection of your personal health information at all times as per the Privacy Act 1988 and the Australian Privacy Principles within that Act. We ensure that this information is only available to authorised members of staff. For further information on your privacy please refer to our Patient Privacy Brochure in our waiting room.

**Your medical record** is a confidential document. The term 'medical record' refers to many types of health data and includes a patient's progress notes (handwritten or electronic), referral letters, specialist letters, hospital discharge summaries, pathology and radiology images and reports, other test results, videos, photographs, driver license medicals, medical certificates and applications for disability certificates and medico-legal reports. It is our policy to maintain the security of your personal health

information. Health on Central abides by the Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation. Moffat Beach Family Medical Practice's Privacy Policy is available to view on the website [www.moffatbeachmedical.com.au](http://www.moffatbeachmedical.com.au).

## REQUEST FOR PERSONAL HEALTH INFORMATION

Patients can access their health information. An appointment can be made with your doctor to discuss this request.

## FACILITIES

The surgery is directly accessible from the car park for wheelchairs. We are conveniently located at the Tooway Shopping Centre at Moffat Beach. Parking is available in the shopping complex or in Kingsford Smith Parade. A bus stop is positioned at the front door.

## TRANSLATION SERVICES

[National Relay Service](#) (NRS) for hearing difficulties ..... 133677

[Translation and Interpreter Service](#) (TIS) – for languages other than English ..... 131 450

## FEEDBACK & COMPLAINTS

This practice is committed to providing comprehensive general practice care to all individuals and families in this community. All patient consultations and medical records are kept strictly confidential. If you are unhappy with any aspect of the care you may receive from this practice, we would like to know about it. Please feel free to talk to your doctor or the Practice Manager about any problems you may have with the service we provide, or put your suggestions in the suggestion box in the waiting room. Alternatively you can email the practice at [practicemanager@moffatbeachmedical.com.au](mailto:practicemanager@moffatbeachmedical.com.au).

If you feel you need to take the matter further and should discuss the matter outside the surgery please call the Office of the Health Ombudsman on 133 646 or visit the website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).



1/1 Buccleugh Street

Moffat Beach Qld 4551

Ph: 07 5438 2333 Fax: 07 5438 2344

Em: [practicemanager@moffatbeachmedical.com.au](mailto:practicemanager@moffatbeachmedical.com.au)

## PRACTICE HOURS

Monday to Friday ..... **8.00am – 5.00pm**

Weekend and Public Hols ..... **Closed**

**Moffat Beach Family Medical Practice opened in December 2004. We are an independent, privately owned practice.**

## OUR DOCTORS

Dr. Sangeeta Dayal MBBS FRACGP

Dr. Nicole Becker MBBS FRACGP

Dr. Ross Sinclair MBChB FRACGP

Dr. Ma Win Yi FRACGP FARGP DCH

Dr. Janice Madden FRACGP

Dr. Win Naing MBBS FRACGP

## OUR STAFF

Our friendly reception staff are Robyn, Melissa and Suzanne; and our nurses, Naomi, Eloise and Renee.

## AFTER HOURS

Moffat Beach Family Medical Practice subscribes to the National Home Doctor Service. Their phone number is 13 74 25 "13SICK". They provide a home visiting service. Patients of this practice will be bulk-billed. The Minor Illness and Injury Clinic, West Terrace, Caloundra, is open from 8 am - 5 pm Mon - Fri, Ph 5436 8500.

## SERVICES AVAILABLE

**Children's Health & Vaccinations**

**Heart & Cholesterol Check**

**Women's Health**

**Men's Health**

**Skin Checks**

**Blood Sugar Tests and Diabetic Advice**

**Chronic Disease Management**

**Travellers' Health**

**Telehealth Consultation (Video & Telephone)**

## HOME VISITS

If you are too unwell to attend the surgery, then a doctor can visit you at home. Please remember however that house calls take the doctor away from the surgery for a considerable time, and also that treatment may be more effective at the surgery where we have better access to all our equipment and trained staff. House calls will usually be made at the end of each surgery session. Please note home visits are not normally bulk billed. The fee for a home visit during surgery hours is usually between \$90 and \$150.

### Walk-ins.

Walk-in patients are triaged as appropriate. Non-urgent walk-in patients are accepted if there is an available appointment or scheduled when there is an appointment available.

### Emergencies

Please dial 000 or attend the nearest hospital in an emergency. The nearest hospital to our practice is the Caloundra Health Service, West Terrace, Caloundra Qld 4551, Phone 07 5436 8500.

## PHONE CALLS

Phone calls to doctors are limited to medical emergencies. Most medical matters are best dealt with in person and we ask that you book an appointment to discuss your concerns. Where this is not practical, the receptionist will take a message which will be directed to your doctor.

## RESULTS

Test results require an appointment with the doctor. You will be asked to return for the results of a test rather than ring in for them. On some occasions, your doctor may feel it's suitable to give the result over the phone. If this is the case, the doctor will let you know.

## REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services. If you do not wish to be part of this system please let your doctor or receptionist know.

## CONSULTATION FEES

The practice is a private billing practice and therefore you will need to pay for your consultation on the day

you attend the practice. GP Management plans, DVA card holders, and under 16's are bulk billed.

	Fee	Rebate	Out of Pocket
<b>Brief Consult</b>	\$60.00	\$19.60	\$40.40
<b>Standard Consult</b>	\$90.00	\$42.85	\$47.15
<b>Long Consult</b>	\$135.00	\$82.90	\$52.10
<b>Prolonged Consult</b>	\$170.00	\$122.15	\$47.85
<b>Scripts by Phone</b>	\$60.00	\$19.60	\$40.40

## Waiting Times

We have several measures to assist in streamlining the waiting room and improving patient flow. Please advise the length of appointment needed. Every effort is made to keep to appointment times, but this is sometimes not possible due to emergencies or consultations taking longer than expected.

## APPOINTMENTS

Consultations are normally by appointment however urgent medical problems will be dealt with promptly. Every attempt is made to keep to time however emergencies will always be given priority. Our reception staff will attempt to contact you if there is an unforeseen delay. If a delay will inconvenience you, please feel free to ring to check if the doctor is running on time before leaving home. Longer appointments are available on request. We offer telehealth consultations both phone and video to help accommodate our existing patients.

To allow us to maintain the quality of care within our bulk billing practice, it is necessary to limit the number of issues dealt with at each consultation. It may only be possible to deal adequately with one issue during a consultation. Please make a further appointment to have your other concerns dealt with.

**Please let the receptionist know if you require urgent medical attention. Our receptionists will ensure that urgent cases are given appropriate priority.**

## Communication Policy

There are multiple ways in which this practice communicates with patients and

third parties – face-to-face, telephone, fax, or email are the most common.

Telephone – Patients can contact the practice between 8:00 am and 5:00 pm Monday to Friday. Our reception staff may use a triage system to assess the urgency of the patient's needs and concerns. Our reception staff will also perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. Most issues are best dealt with in consultation with your doctor. Please inform our reception staff if your call is urgent. Your call will be transferred to our Nursing staff for triaging and your usual Doctor will be notified. Nurses are available for phone calls for results.

When correspondence is received from other healthcare providers, it is directly imported into the patient's file and then sent through to the doctor for review. This includes results, emails, and specialist letters. If the addressed doctor is not available and the correspondence is urgent, another doctor will review and action as necessary.

**Email** – email is not a secure form of communication and is not encouraged for this reason. If you do choose to contact the practice via email, this is considered as patient consent for our staff to reply via email. Any documentation attached to an email will be password-protected to ensure privacy. Our staff endeavors to respond to email messages within 24 hours.

**SMS** – SMS messages are sent to remind patients of scheduled appointments, health reminders, and health recalls. Please make sure you update the practice if there is a

change to your mobile number. Please let us know if you would like to be removed from the SMS list.

**Post** – for patients who have opted out of SMS, a letter may be sent regarding reminders or recalls. Letters received by the practice are scanned into the patient file and forwarded to the doctor for review.

Our website is updated regularly and contains the practice contact details, location, opening hours, and information regarding fees and services offered. Our after-hours doctor service details are also available, as is online booking for the practitioners during office hours.

**We look forward to welcoming you to Moffat Beach Family Medical Practice.**