

NARANGBA FAMILY MEDICAL PRACTICE

14 Main Street, Narangba, 4504

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Open hours: Mon – Fri, 9am – 5:45pm

Welcome to Narangba Family Medical Practice!

We like to look after the whole family and hope that you will be pleased with the service, we give you.

Here's a bit of information about the practice and the friendly staff

Our staff list includes:

Medical Practitioners

Dr Nayana Weerasinghe (Principal) M.D., F.R.A.C.G.P. who has a special interest in paediatrics and geriatrics. Dr Nayana Speak Russian language too.

Dr Peter Stephenson M.B.B.S. (Lon), L.R.C.P. (Lon), M.R.C.S. (Eng) who has a special interest in geriatrics and diabetics

Dr Nyo Win M.B.B.S., F.R.A.C.G.P. who has a special interest in mental health

Dr Anusari Weerasinghe , F.R.A.C.G.P. , B.Sc. M.B.B.S(Aus) , Diploma Child Health

Dr Augustine Lyu, MD

Dr Arash Boora , MD

Practice Manager

Chand Weerasinghe

Practice Nurse

Senior Reception

Lisa Benholz

Front Desk Staff

Dominique Collett, Rebecca Tau, Robert Barten, Julia Kavanaugh

Our practice provides (but is not limited to):

Vaccinations - children and adults, child development checks, ECG's, routine health checks including pap smears, breast examinations, prostate examinations, age health checks, skin checks, removal of skin lesions via freezing/burning/excisions (there are extra out-of-pocket expenses for these, ask staff for more details), minor surgical procedures under local anaesthetic (there are extra out-of-pocket expenses for these, ask staff for more details), brochures on display for the patients benefits as they may aid in decision making for their care.

Ethical Code of this Practice:

Is to provide continuity of care, informed consent, accurate & scientifically proven health information, timely appointments, absolute confidentiality and follow up where necessary. Our responsibility is primarily to the patient and not to any outside Third Party. We offer electronic transfer or faxing of referrals to specialists and hospitals. We suggest patients be actively involved in their health care by (a) ringing the practice after any pathology tests or radiology scans that they may have had (b) returning for follow-up visits with any x-rays or other investigations (c) follow-up

visits if they are not feeling any better (d) attend Specialists promptly if referred. We also suggest patients to (a) take full courses of medication and only ceasing regular medication after a consultation (b) cease smoking and moderately consume alcohol (c) perform some regular exercise. This practice is actively involved with multiple external recall systems. If you want to opt out of these systems, please advise your doctor. This practice adheres to the principals of the RACGP handbook for the management of Health Information in Private Medical Practice. A written policy is available to all patients for inspection.

Consultations:

Are usually by appointment, please telephone during the above hours (those hours are subject to change in the future without notice) or you can book online via our website. We offer standard 15 minutes appointments and longer 30 minutes consultations (which can be booked over the phone and through our website). Appointments that are not attended without minimum of 2 hours' notice may attract a fee. Cancellation of appointment within 2 hours of appointment will attract a None attendance fee. If an interpreter is required for the appointment, whether for hearing impaired or for a spoken language other than English, we can arrange for one to be available for the appointment. We do accept walk-ins; however, these are subject to medical priority and appointments available. We do provide home visits for our elderly patients.

As part of our recall system, a number of patients may be contacted to make an appointment to see the doctor regarding test results, scan reports or correspondence from a specialist. If it is an urgent matter we will tell you, however this isn't a regular occurrence. Most recalls are non-urgent which means it's preferred that you see the doctor within a month of the call. If we have been unable to contact you after 3 phone calls, a text message and a letter, it will be noted in your medical chart and the doctor will be notified.

*If the problem is urgent please advise the receptionists.

*If you have more than one problem troubling you please make a long appointment.

*Home visits are available to Dr Stephenson's regular patients and are usually carried out between 12:30pm and 2pm subject to the doctor's discretion.

Billing Policy:

We are a mixed billing practice. We bulk bill aged pension card holders other than Doctor Stephenson, Dr Augustine and Dr Arash. For none-aged pension card holders and for none concession card holders our fees are the standard Medicare rebate with an out-of-pocket expense of \$25.00 and \$12.50 for concession card holders and families on a low income (Approved by Practice Manager only) . Most Doctors Bulk Bill Children under 16. However there are some services that incur an extra fee. For the full list of fees see the attached list or contact reception staff. Consultations are paid in full once the consultation is complete. It can be paid by cash, eftpos or credit card. The rebate can be gotten by: (a) refunded into cheque/savings account via eftpos (sorry, it cannot be put back into a credit account) (b) We can submit the claim online for you if you have your bank account details registered with Medicare (if you don't have a cheque or savings card) (c) We can give you a receipt which you can then claim back yourself through Medicare. Please let your doctor know if you have any difficulty in paying the gap between the Medicare rebate and your fees as what the receptionists charge is based on the doctors discretion. Patients who have a Gold Department of Veteran Affairs card will be direct billed though to DVA and won't have any out-of-pocket expense. Those with a White DVA card will have the consultations that are regarding the conditions covered by the card direct billed also.

The doctors will see patients about Workcover issues, we just need your employers details. If the claim is rejected by Workcover QLD the patient will then be responsible for paying the account.

Cancellation Policy:

you can cancel the appointments two hours prior to appointment time . Cancellation within two hours without acceptable emergency situation attract fee of none attendance. The amount will be the appointment fee.

Appointments that are not attended without minimum of 2 hours' notice will attract a fee.

Please note that we have to charge for lost of time of the Doctors. Also please note lots of patients are waiting to get appointments. None attendance and cancellation within two hours is a lost to Doctor, Medical Practice and to the patients who could not get appointments

After Hours Arrangements:

The service we advise our patients to call is *After Hours Doctors Service* on 13 74 25. This is a bulk billing service which is for minor emergencies (eg. child with constant high fever, illness's such as vomiting, diarrhoea etc.). The doctors from this service will send a report to the GP's at our clinic who will follow-up if needed.

Personal Health Information and Your Medical Records

Records may be collected, used and disclosed for communicating with other treating doctors and health professionals which includes health insurance procedures, disease notification, legal related disclosure, research purposes and other professional requirements.

We strongly recommend that you sign up for *My Health Record*. For more information talk to our reception staff.

Your doctor needs information about your past and present health in order to provide you with high quality care. This practice will make sure that you are able to discuss your health with your doctor in private. Personal information that identifies you will be sent to other people only with your consent, except in exceptional circumstances eg. There is an overriding health and safety interest in the release of the information.

In some circumstances, where the research serves an important public interest, identifiable medical records can be used for medical research without your consent under guidelines issued by the National Health and Medical Research Council. This research must be approved by an official ethics committee.

Information in Your Records

May be provided to you by way of an accurate and up to date summary of your care, for instance, if you are moving away and/or are transferring to another doctor. Do not hesitate to ask your doctor if you want a summary of your care for any reason. Any request for direct access to your full medical record will generally be refused as any records need to be transferred directly from doctor to doctor for the following reason: your doctor will need to consider the risk of any physical or mental harm to you or any person which may result from disclosure of your health information, and may need to remove any information that may impact on the privacy of other individuals. Patient health information is used to improved the quality of care and reviewing treatment in our practice.

Communication policy on Telephone

Our practice allows patients to obtain timely advice or information about their clinical care via the telephone.

Staff members are mindful of confidentiality and respect the patient's right to privacy. Patient names are not openly stated over the telephone within earshot of other patients or visitors. This Practice prides itself on the high calibre of customer service we provide, especially in the area of patient security, confidentiality, and right to privacy, dignity and respect.

The staff are trained to identify the patient asking minimum three questions such as date of Birth, Full name and address, the patient telephone number is on display on our phone system. Once the patient is identified, our staff continue with the phone call.

It is important for patients telephoning our practice to have the urgency of their needs determined promptly. Staff should try to obtain adequate information from the patient to assess whether the call is an emergency before placing the call on hold. Staff members have been trained initially, and on an ongoing basis, to recognise urgent medical matters and the procedures for obtaining urgent medical attention. Reception staff members have been informed of when to put telephone calls through to the nursing and medical staff for clarification. Patient messages taken for subsequent follow-up by a doctor or other staff member are documented for their attention and action, or in their absence to the designated person who is responsible for that absent team members workload. Staff inserts the details of all calls and telephone conversations assessed to be significant in a telephone call log of Best Practice.

Resolving Your Concerns Regarding the Privacy of Your Health Information

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected or your concerns noted in the records. For legal reasons, the original notes will be retained. All personal information that is put into the computer is kept private in the same way as occurs with paper records. You may ask your doctor regarding information in your record any time. Your doctor will only collect information which is relevant to your medical care.

Further information on Privacy Legislation is available from the Office of the Federal Privacy Commissioner on 1300 363 922.

Staff Health and wellbeing: While we endeavor to look after you and your family, we need to look after our doctors and staff. We have zero tolerance for abusive and aggressive behaviors. The rudeness towards staff and doctors occurs, you will be requested to provide explanation and you will be asked not to repeat again. The abusive and aggressive behaviors will be subject to refusal of any further appointments and services from this practice.

Complaints

Please do not hesitate to let us know of any problems that you may have with our practice. You can let us know either by talking to or writing to Chand Weerasinghe (our Practice Manager), one of the doctors or the reception staff. If you still feel dissatisfied, you can contact the office of the Health Ombudsman at 400 George Street, Brisbane or on 13 36 46.

Please do not hesitate to contact us for clarification of the above information.

Practice Fees

Consultations

	Full fee	Concession fee	Medicare Rebate
Level A	\$43.20	\$30.70	\$17.90
Level B	\$64.75	\$52.25	\$39.10
Level C	\$101.95	\$89.45	\$75.75
Level D	\$140.50	\$128.00	\$115.50

Extra services (the following prices are added onto the consultation prices)

ECG	Fee: \$31.75	Medicare Rebate: \$26.75
Audiometry test	Fee: \$23.65	Medicare Rebate: \$18.65
Spirometry	Fee: \$22.80	Medicare Rebate: \$17.80
Pregnancy test	Fee: \$13.65	Medicare Rebate: \$8.65
Cryotherapy (freezing off skin lesions)	\$15.00 non refundable	

Minor surgical procedures

Mirena insertion, Implanon insertion, all skin excisions and punch biopsies have a \$40.00 gap payable on the day. You are unable to pay in full for skin excisions and biopsies as the samples have to be sent away for pathology. Once we receive the histology report we then bill it as per the doctor and a cheque is sent to the patient from Medicare which needs to be forwarded to the doctors surgery.

Dr Nayana Weerasinghe, Dr Nyo Win, Dr Anusari Weerasinghe Bulk Bill patients, who has age Pension card and children under 16, but not new patients. All the new patients pays fees in full for now until we review in February 2022.

Dr Stephenson provides concession rates for above patients. Dr Stephenson's regular patients will be able to see other doctor during Dr Stephenson's absence or when busy however same payment terms apply as per Dr Stephenson's billing. All the new patients pays fees in full for now until we review in February 2022.