

## Fees and Billing arrangements

Description	Full Fee	Rebate	Gap
Brief consult	\$30.00	\$17.20	\$12.80
Standard	\$69.00	\$37.60	\$31.40
Long	\$100.00	\$72.80	\$27.20

### Sundays

Brief consult	\$50.00	\$17.20	\$37.80
Standard	\$80.00	\$49.00	\$31.00
Long	\$130.00	\$83.95	\$46.05

Extra fees may apply for i.e. ECG, Spirometry, Vaccines, Biopsy's, Pregnancy tests etc.

All Fees are payable at the time of consultation by cash or EFTPOS. If you have any difficulty in paying our fees, please discuss it with us.

Medicare easyclaim refund service is available. The Medicare rebate is transferred directly into your nominated savings account on the same day.

### All our Doctor's Bulk Bill the below;

- Pensioners, Health Care Card and Commonwealth Senior card holders through Centrelink
- All children aged less than 16 years
- DVA Card holders
- A gap fee of \$30 will apply on Sundays for tourists

## Appointments

Appointments can be made by phoning our friendly receptionists on **07 5599 1400**, through our website, email or Health Engine.

Consultations are normally by appointment, if you have an urgent issue please let our friendly reception know. A standard appointment time is between 10-15 minutes. If you require a longer time please let the receptionist know when booking. Longer appointments may include PAP smears, Medicals or procedures etc. Patients presenting without an appointment, will be triaged accordingly to urgency and may require a wait time depending on availability and urgency.

## Emergency Services and important contact

### information:

Ambulance 000

The Tweed Hospital T. 07 5536 1133

John Flynn Private Hospital T. 07 5598 9000

After Hours House Calls T. 13SICK (13 7425)

Afterhours GP helpline T. 1800 022 222

Lifeline Crisis Support and Suicide prevention T. 13 11 14

Poison Information Centre T. 13 11 26

Translating & Interpreter Services T. 131 450

### After Hours Service

We do provide appointments 7 days per week. However if you are sick outside our opening hours you can contact our on call Doctor on 0448294598 to make an appointment. A fee of **\$200** is charged for any such appointments including for children, pensioners and Healthcare card holders for the home visit or contact 000 for emergencies. If you are seeking a bulk billed home visit doctor please contact National Home Doctor service on 13SICK (13 7425).

### Patient rights and feedback

We recognise that patients have certain rights and we will Endeavour to support these rights. If you are unhappy with any aspect of the services we provide or feel your rights are not supported, we appreciate your feedback. Your doctor, the Practice Manager and or the receptionists on duty are available to discuss any problems or concern you may have. Should you wish to take any complaints further you can contact the Health Quality & Complaints Commission on T. 07 3120 5999, GPO Box 3089, Brisbane Q 4001.

### Privacy and confidentiality

All doctors and Staff are bound by the ethical and legal rules of Information about you and your families' medical history is needed to provide accurate medical diagnoses and



## Practice Information

**At Coolangatta Medical Centre**  
**Our specialty is you.**

We pride ourselves on carrying out our commitment to the holistic health and happiness of all of our patients.

**Dr Helen Jenkins MBBS, DRCOG (Lon)**

Interest in Women's health, Pregnancy, Menopause, Depression & Anxiety

**Mary McDevitt MbChb,FRACGP**

Interest in Occupational Medicine, Paediatrics and Women's Health

**Dr Jason Blum MBBS**

Interest in minor surgeries for Skin check & lesions and General Medicine

**Dr Vinay Bhalla FRACGP**

Interest in General family Medicine

**Dr Angela Rose MBChB, FRACGP, DA**

Interest in adolescent Mental Health and Family Planning

**Dr Peter De Wilde Arts FRACGP**

Interest in Skin and ENT (ears, nose and throat)

**Dr Roy Horchner MBBS**

Interest in Skin checks and minor procedures

**Dr Fiona Mackay MD, B pharm, Dch**

Interest in Womans Health, Diploma in Child Health

**Dr Dominic Bannerman MBBS.BSc, FRACGP,DRANZCOG Adv.**  
Practice Principal, interest in Paediatrics', Mental Health, Aboriginal Health and preventative healthcare

### OPEN SEVEN DAYS

Monday – Friday 8:30am – 5pm QLD

Saturday 8:30am – 12pm

Sunday 9am – 12pm

Closed on Public Holidays

**T. 07 5599 1400 F. 07 5599 2979**

E: office@coolmedical.com.au

91 Griffith Street, Coolangatta QLD 4225

## Preventive Health

Regular health checks and early presentation to a doctor when any symptom or changes in your body occur are essential as part of preventive care. Our Medical Centre provides the following services;

- ✓ Travel Medicine and vaccination
- ✓ Childhood immunisations
- ✓ Skin Checks including minor procedures
- ✓ Implanon Insertion & removal
- ✓ Women's checks & Pap Smears
- ✓ Men's health
- ✓ Pregnancy testing
- ✓ Antenatal & Postnatal Care
- ✓ ECG and Spirometry testing
- ✓ Annual Health Assessments
- ✓ Pre-Employment / Deployment Medicals
- ✓ Private Licence Medicals / Truck & Uber

## We also offer the following onsite services;

- ✓ Psychology, Christine Thurecht
- ✓ Cardiology, Dr Ahmed Nasir
- ✓ Podiatry, Vanessa Diep
- ✓ Dietician, Liz Forsyth
- ✓ Physiotherapy, Boyd Fleming & Terry McLaren
- ✓ Audiology, Discreet Hearing Aids and Hidden Hearing
- ✓ Onsite Pathology

## Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

## Record System

Patient records including pathology, x-ray reports and correspondence are kept electronically on our computer network system. Paper correspondence is electronically recorded by scanners. All prescriptions, referrals and correspondence are computer-generated. Our comprehensive modern IT system is supported by professional Medical IT consultants. Confidentiality is protected by the latest software firewalls and our entire system is backed-up every 24 hour.

## Recall and Reminder Systems

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you a preventive health service appropriate to your care. If you do not wish to be part of this system please let us know at reception.

## Process for test Results and follow-up

Results are not given over the phone to protect patient confidentiality. If you wish to discuss your test results, you will need to make a follow up appointment with your Doctor. If you have abnormal test result or the Doctor would like to discuss any concerns, our Nurse will contact you to make an appointment or you may be sent a secure text message or letter to make an appointment

## Process for transfer of Referral Letters

Referrals to the specialists are sent via our fax machine & patients are to make an appointment at their own convenience. Some referrals may be sent through email and via Medical Objects electronically.

## Availability of Doctors by telephone

Doctors can take phone calls when time permits. If busy, or involved with another patient, they may request to call you back. Our Nurses can help determine the urgency. Most problems are best dealt with in a consultation.

## Home Visits

The doctors in this center may be available for house calls and external visits with prior arrangements. If you are a regular patient and are unable to visit the practice due to the nature of your illness please speak to the receptionists or call the center to arrange for a home visit with your doctor.

## Transfer of Medical Records

If you require a copy of your records to be sent to another practice, we provide a health summary for free. If you require your complete record there may be a charge of up to \$40. This is for the time spent preparing your records. All record requests will need to be made in writing, usually requested from your new medical Centre with your signed consent.

## Accredited Practice

We are an accredited practice, which ensures quality in our General Practice. Accreditation standards are developed by the Royal Australian College of General Practitioners and Government representatives to ensure strict measures are maintained to provide our staff, patients and visitors a safe environment with ongoing commitment to Quality Patient Care.



## Practice staff

Practice Manager	Jagmeet S-Lubana
Registered Nurse	Beth Pelly
EN Nurse	Lisa Dowsett
Medical Receptionist	Monique Hill
Medical Receptionist	Lyn Daly
Medical Receptionist	Bev Crutch