

## Fees and Billing arrangements - Except Children under 12

Years of age and DVA card holders are Bulkbilled. *Discounted Fee applies to the Gold Coast/Tweed Shire local concession card holders*

Description	Full Fee	Concession	Rebate
Standard	\$91.00	\$76.00	\$42.85
Double >30min	\$167	\$147.00	\$82.90

**\*\*\* Above fee applies to all children of age 12 or above**

**\*\*\* Bulk Billing is only for children below 12yo**  
**\*\*\* Also, please note there is no concession/discounted fee rate for Travel vaccine to any patients irrespective of their age or concession. They pay full fee rate like non-concessioners.**  
**\*\*\* Dr Angela Rose - no Bulk Billing of any children effective 01.07.2023**  
**\*\*Cancelled appointments under 4hrs will incur a 100% fee payable prior to rescheduling.**

**Dr Verbeek and Dr Kerrie Davis has varying Fee structure - If you are booking with one of them, please call our reception team to find out more.**

*For detailed payment policy: please visit our website:*

**<https://www.coolangattamedicalcentre.com/patient-information/>**

*Extra fees may apply for i.e. ECG, Spirometry, Vaccines, Biopsy's, Pregnancy tests etc. which will be communicated by the GP or reception staff at the time of bookings.*

*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.*

## Appointments

Appointments can be made by phoning our friendly receptionists on 07 55991400, through our website, email or Automated AMS App. 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. **Please tell Reception if your consultation is likely to be tricky (e.g. insurance, medicals, postnatal, counselling, excisions, or multiple family members. Patients presenting without an appointment, will be triaged accordingly to urgency and may require a wait time depending on availability and urgency. We keep a few spare appointments daily for urgent requests. Walk-in patients will be fitted in at the earliest available time based on urgency. Every effort is made to keep to appointment times but this can be difficult due to emergencies or unexpected longer consultations. Please cancel if you can't attend. BOOK ONLINE: Telehealth and face to face visits can be booked via our website. Conditions do apply.**

## 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).

## 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

## 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 office of the health ombudsman on T133 OHO or website OHO.qld.gov.au

## 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 appropriate treatment. This information is treated with the highest confidentiality and privacy, and will not be used for any other purpose than the primary purpose, without your consent.

## Practice Communication Policy

Our practice prefers phone communication. Email communication is not ideal as we cannot identify you and the method is not secure. If we do agree to email you information it will be password protected and you will need to ring to obtain the password. There may be a charge for work done without an appointment.

The Providers who consult from our rooms request to have allocated time to perform their work so please book an appointment, don't email your request. Messages are passed to the Providers and responses occur as quickly as they are able. Not every Doctor works every day and you may be asked to book an appointment.



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

Interest in Women's Health, Diploma in Child Health

**Dr Michaelia Verbeek MBBS FRACGP**

Interest in Functional Gut health, women's health & Family planning

**Dr Russell O'Brien B.Bus, B.Ex Sci, MBBS**

Sports and musculoskeletal medicine, paediatrics, antenatal care and skin checks

**Dr Dominic Bannerman MBBS.Bsc, FRACGP, DRANZCOG Adv.**

Practice Principal, interest in Paediatrics', Mental Health, Aboriginal Health and preventative healthcare

**Dr Jack O'Halloran MD, B.Sci (hons), BBiomedSci, EMCert**

Paediatrics, general medicine, general surgery, Emergency Medicine

**Dr Louisa Badenhorst MBChB, FRACGP**

Womens Health, Paediatrics, Chronic Disease

**Dr Fatemeh Arya, FRACGP**

Women's Health and Children's Health, Lifestyle Medicine and Clinical Nutrition

**Dr Michelle Connors MD**

Child Health, Womens Health, Preventative Care

**Dr Kerrie Davis MBBS FRACGP**

Paediatrics, Women's Health, Cardiology and Orthopaedics

**Dr Ahmad Nasir M.B.Ch.B, MRCP (UK), FRACP**

Physician Cardiology Interventional

## OPEN SEVEN DAYS

Monday – Friday 8:00am – 5pm QLD

Saturday 8:30am – 11:30am to 12:00pm

Closed on Sunday and Public Holidays

Contact us at - **T. 07 5599 1400 F. 07 5599 2979**

**E: [office@coolmedical.com.au](mailto: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;

- ✓ Cardiology, Dr Ahmad Nasir
- ✓ Podiatry, Amin Pirouz Khah
- ✓ Dietician, Lisa Strauss
- ✓ Physiotherapy, Terry McLaren
- ✓ Onsite Pathology **4Cyte**

## 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 and if urgent it will be put thru to the doctors. Most problems are best dealt with in a consultation.

## Home Visits

Some 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 (Jimmy) S-Lubana
Registered Nurse	Akiko Bannerman
Enrolled Nurses	Jo, Janine and Christina
2IC - Reception Manager	Beverley Crutch
Medical Receptionist	Katie Eades
Medical Receptionist	Palla Kingi-Morrison
Medical Receptionist	Sasha Dunn
Medical Receptionist	Irish Viernes
Medical Receptionist	Gienah (Jean) Misa
Medical Receptionist	Sherlyn Retada