



PATIENT INFORMATION SHEET

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Welcome to Healthcare Plus Medical Centre. Our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis & management of illness & dysfunction. We are committed to promoting health, wellbeing and disease prevention to all our patients. We do not discriminate in the provision of excellent care and strive to treat all patients with dignity and respect.

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1. CONSULTATION HOURS

Monday - Friday
8:30 am - 5:00 pm

2. OUR DOCTORS: INFORMATION & FEE STRUCTURE

OUR DOCTORS THEIR INTERESTS & SPECIAL SERVICES CONSULT DAYS & TYPES	FEE STRUCTURE
<p>Dr Stephen Windley - Specialist GP All GP presentations, procedures, Coal Board Medicals, Aviation Medicals, Pre-Employment Medicals</p> <p>Mon – Fri - Closed to new patients except for work place medicals Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for pre-employment medical & special treatment services (e.g. iron infusions)</p>
<p>Dr Megan Gibbon - Specialist GP All GP presentations, procedures</p> <p>Mon, Tues, Thurs, Fri - Closed to new patients Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special services (e.g. iron infusions)</p>
<p>Dr Rebecca Peng - Specialist GP All GP presentations, procedures</p> <p>Mon, Tues, Wed, Thurs - Closed to new patients Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Ann Banh - Specialist GP All GP presentations, procedures</p> <p>Mon, Wed Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Maricar Jones - Specialist GP All GP presentations</p> <p>Wed, Fri Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>

<p>Dr Annie Lee - Specialist GP All GP presentations</p> <p>Tues, Thurs, Fri Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Charlotte Quain - Specialist GP All GP presentations</p> <p>Tues, Wed, Thurs Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Eric Ma - Specialist GP All GP presentations, procedures, special interest in skin cancer medicine, weight management and ear care including micro-suction</p> <p>Mon, Wed, Thurs, Fri Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Amit Patel - Specialist GP All GP presentations</p> <p>Fri Offers face to face, video health & telehealth appointments</p>	<p>Standard practice fees (bulk billing available if eligible – see eligibility criteria below) Private fees for special treatment services (e.g. iron infusions)</p>
<p>Dr Gary Deed - Specialist GP All GP, Integrative Medicine, Diabetes, Autism Spectrum Disorder, Chronic Disease, Chronic Fatigue, Fibromyalgia</p> <p>Mon-Fri Offers face to face & telehealth appointments</p>	<p>Private special services fees – see below table</p> <p>Bulk billing for DVA only</p>
<p>Dr Margaret Van Maanen – Specialist GP Women’s Health, Integrative Medicine, Nutritional & Environmental Medicine. Sees women only – age 13+</p> <p>Mon, Tues (Telehealth ONLY) Offers face to face & telehealth appointments</p>	<p>Private special services fees – see below table</p>

a. BULK BILLING ELIGIBILITY & DOCTORS' FEES

All our doctors are individual contractors. Please refer to the table above to see if your chosen doctor charges our standard practice fees for consults and bulk bills eligible patients or if they have a special fee structure due to offering specialty services.

Please note: When you receive a paid treatment service (except immunisations), Medicare does not allow them to bulk bill. You will need to pay for your consultation & service, and you will receive your rebate directly from Medicare if you are eligible.

b. BULK BILLING ELIGIBILITY (For participating Doctors – Dr Windley, Dr Peng, Dr Gibbon, Dr Quain, Dr Lee, Dr Jones, Dr Patel & Dr Bahn)
(To be eligible for bulk billing for standard consults, patients must belong to one of the categories below. If you do not belong to one of the below categories and our GPs have bulk billed you previously, please be aware you may be privately charged in the future)

- i. Aged 16yrs & under (applies to current patients only, all new patients will be charged a private fee)
- ii. 17 & 18yrs old enrolled in high school
- iii. Veteran card holders
- iv. Other pre-arrangements

c. MEDICARE SUBSIDED TELEHEALTH & VIDEOHEALTH ELIGIBILITY (If you are not currently eligible, there is no Medicare rebate)

- i. Patients must have received a face to face service by the treating GP or another health professional in the medical practice within the last 12 months
OR
- ii. Patients isolating or quarantining due to COVID-19 restrictions.
- iii. Children **under** the age of 12 months
- iv. Homeless people
- v. Patients receiving pregnancy counselling services

d. STANDARD GP CONSULTATION - FEES (Dr Windley, Dr Gibbon, Dr Peng, Dr Ma, Dr Lee, Dr Jones, Dr Quain, Dr Novic & Dr Bahn)

CONSULTATION TYPE	MEDICARE ITEM NUMBER	STANDARD PRACTICE FEES IF NOT ELIGIBLE FOR BULK BILLING (participating doctors)
Standard Consultation (face to face, video health or telehealth)	23 or equivalent	\$85.00 (out of pocket \$43.60 / Rebate \$41.40)
Long Consultation (face to face/video health)	36 or equivalent	\$122.00 (out of pocket \$40.90 / Rebate \$80.10)
Extended Consultation (face to face/video health)	44 or equivalent	\$159.00 (out of pocket \$41.00 / Rebate \$ 118.00)

e. SPECIAL SERVICES GP FEES (OP = Out of pocket / R = Rebate)

DOCTOR & SPECIAL SERVICES	New Patient Consultation Long Appointment up to 30-45 minutes	Standard Appointment MBS Item 23 Under 20 min	Long Appointment MBS Item 36 Up to 30 min	Extended Appointment MBS Item 44 40 min +
Dr Gary Deed Integrative Medicine, Diabetes, Autism Spectrum Disorder, Chronic Fatigue, Fibromyalgia	\$235.00 (OP: \$154.90 R: \$80.10) Bulk bill DVA	\$95.00 (OP: \$53.60 R: \$41.40)	\$165.00 (OP: \$84.90 R: \$80.10)	\$215.00 (OP: \$97.00 R: \$118.00)
Dr Margaret Van Maanen Women's Health, Integrative Medicine, Nutritional & Environmental Medicine	\$295.00 (OP: \$177.00 R: \$118.00)	\$95.00 (OP: \$53.60 R: \$41.40)	\$180.00 (OP: \$99.90 R: \$80.10)	\$210.00 (OP: \$92.00 R: \$118.00)

f. CANCELLATIONS & OTHER NON-APPOINTMENT FEES (not Medicare rebatable)

SERVICE TYPE	FEE
Script without appointment (GP must approve the script & the patient must have had an appointment within the last 6 months)	\$25.00 – These can be requested from your GP through the Automated Systems App (Not AMS Connect). If your Drs decides you need an appointment you will be sent a message asking for an appointment.

Lost referral fee (to same provider)	\$35.00
Did not attend fee (DNA) (our practice requires 4 business hours notice to cancel or reschedule an appointment, you will be required to pay a 'DNA' fee prior to booking your next appointment)	Standard Appointment DNA Fee - \$40 Long Appointment DNA Fee - \$80

g. AVIATION MEDICALS

Dr Stephen Windley only

*Aviation medicals may require additional tests (e.g. audiology & ECG) prices below.

AVIATION MEDICAL TYPE	FEE
Class 1	\$242.00 (incl. GST)
Class 2	\$181.50 (incl. GST)
Class 3	\$242.00 (incl. GST)
ECG if required by CASA	\$55.00 (incl. GST)

h. COAL BOARD MEDICALS

Dr Stephen Windley only

*include spirometry/lung function tests but not chest x-rays and any necessary extra tests or appointments

COAL BOARD MEDICAL TYPE	FEE
Coal Board Medical Assessment	\$605 (incl. GST)
Coal Board Medical Review	\$110 (incl. GST)
Coal Board Medical AMA Review & Provision of Section 4	\$150 (incl. GST)

i. PRE-EMPLOYMENT RELATED FEES

Dr Stephen Windley only

FEES	FEE
Standard Pre-Employment Medical	\$187.00 (incl.GST)
ECG	\$55.00 (incl.GST)
Audio/Hearing Test	\$82.50 (incl.GST)
Spirometry	\$93.50 (incl.GST)

3. PRACTICE SERVICES

- All GP services
- Mental health care
- Illness
- Travel health
- Immunisations
- Veteran's care
- Chronic disease management
 - o Diabetes cycle of care
 - o GP management plans
 - o Team care arrangements

- Allied health referrals
- **Injury management**
 - Injury and minor trauma care
 - Workcover
- **IV infusions**
 - Iron/vitamin infusions
- **Allied health**
 - Speech pathologist
 - Dietician
 - QML pathology
 - Diabetes Educator
- **Women's health**
 - Antenatal care
 - Implanon insertion/removal
 - Mirena removal
- **Children's health**
 - Check ups
 - Illness
- **Ear care**
 - Suction
 - Irrigation

4. GENERAL INFORMATION, POLICIES & CONDITIONS

a. BOOKING FACE TO FACE OR APPOINTMENTS THROUGH RECEPTION OR THE AUTOMED SYSTEMS APP

Please call (07) 3135 9898 to make an appointment. If you have two or more things to address or need a mental health consultation, please ask for a longer consultation. If you will require the treatment room or will be seeing our nurses (e.g. all immunisations, wound care, GP management plans, health assessments) please tell us at the time of booking to ensure you are not inconvenienced by having to wait for availability.

You can also use the **AUTOMED SYSTEMS APP (not AMS connect)** to book GP appointments with some (but not all) of our GPs. Appointments that require the nurse must still be booked through reception. Some of our doctors do not offer appointment bookings online, so please ring our team to book if you cannot book online.

For Video- Health, your GP will usually send you a link in an SMS to click on at your appointment time.

b. URGENT APPOINTMENTS

A limited number of "on the day" appointments are available for **urgent medical cases**, so please tell us if you feel you or your child have an urgent medical matter. Please advise us if you require an interpreter or other assistance. Urgent appointments will be triaged by the practice nurses.

c. OUT OF HOURS CARE & HEALTH ADVICE

- If you need to see a doctor outside of practice hours, we encourage patients to call the National Home Doctors Service on 13 74 25. For urgent medical matters please proceed to your nearest emergency department or **FOR EMERGENCIES ALWAYS CALL 000.**
- 13 HEALTH (**13 43 25 84**) is a 24/7 health advice phone line for all Queenslanders to call and speak with a registered nurse.
- Healthdirect (1800 022 222) is an Australian Government health advice line where you speak with a registered nurse.
- For mental health advice you can ring the Mental Health Access Line - 1300642255
- National coronavirus and COVID-19 vaccine helpline (1800 020 080)

d. RESPECT & DIGNITY POLICY

Healthcare Plus Medical Centre believes **all people** have the right to live life and be treated with **dignity, respect and be free from any form of abuse at all times, and in all circumstances.** This includes our valued staff and patients. Our staff will do their best to treat people with respect and dignity while following the practice policies. Abuse will not be tolerated under any circumstance, even in stressful situations. If a patient or a member of the public abuses our staff or treats them with disrespect it may lead to: a verbal warning to refrain from further inappropriate behaviour that will be included in your patient record, being placed on a behavioural agreement or being asked to leave the practice and identify a practice more suited to your requirements.

5. CONDITION OF ENTRY – FACE MASKS

Work health and safety laws require medical practices to implement control measures to eliminate or minimise the risks of COVID-19 and ensure the health and safety of their workers, patients and others at the workplace. This involves undertaking a risk assessment in conjunction with their workers and determining the control measures that are necessary based on that risk assessment. **The close proximity involved in providing medical care comes with additional infection risks** and is very different to shopping for food or eating at a restaurant.

Patients 12 and over must enter the practice wearing a face mask and continuing wearing it in the following situations

1. When we have it as a condition of entry at the front of our practice. This is easy to identify as will be on clearly marked yellow signs.
2. When there is a current public health order to wear a mask indoors.
3. If you have ANY flu-like or Covid19-like symptoms.

If you are unable to wear a mask or have a mask exemption during these situations, you must seek permission ahead of time from our GP Principal to enter the private practice without wearing a face mask. Using a common sense approach but with safety in mind, they will assess your case and determine the risk to yourself, our other patients and our staff. If they determine that the current risk is too great to allow entry & care without wearing a mask, we will not refuse care. We may however offer you telehealth services or even arrange for you to wait in a separate area to keep everyone as safe as possible.

Some of our GPs may offer a car park consult when we have it in operation. To request consideration of your individual situation, you can provide us a written request or ring and inform us that you are seeking a temporary exemption to not wear a mask in the practice. Our reception team will have our nurses speak with you initially and then talk to our GP Principal. Your situation will be investigated with compassion while ensuring we keep everyone as safe as possible.

6. CLINICAL REMINDERS

It is your responsibility to have something in place that reminds you of tests and treatments that are due or recommended and we ask that you do not rely on automated reminders for this. However, we also endeavour to send you reminders for these due tests (e.g. cervical screening tests, health assessments, vaccinations). Our practice uses **Automated Systems** to do this and it is by SMS in most circumstances, however we may also use phone call, emails or letters to communicate these to you. If you have concerns regarding this, please discuss this with your doctor. Please ensure you keep your contact details up to date with us. Our Health Engine software will send you a link letting you know there is a message from us. You will then need to verify your identity to receive the message.

7. RESULTS AND BEING RECALLED FOR A FOLLOW UP APPOINTMENT

Patients are responsible for keeping their contact details up to date and booking follow up appointments with their treating doctor after having any requested test (blood, scans, X-ray). If the doctor needs to see you following a test, one of our receptionists/nurses will send you a recall SMS or call you to advise you to make a follow up appointment in a time frame specified by the doctor. A recall is when your GP is asking you to make an appointment with them to discuss your results.

Prior to you being able to request a copy of your results, the GP must view them first. We are unable to provide you with any results before this as they are not accessible in your chart until they have been marked as seen by your doctor. To request a copy of your results, you will need to fill in a request for information form that the doctor will review and let us know if we can release your results.

You can also request a copy of your results from the service that you attended for your tests. How they manage these requests is up to each different provider.

If your doctor has not requested a follow up appointment, you are still welcome to make an appointment to discuss your results. **In most circumstances results are not given over the phone, however we can advise you if your GP has marked your reports with 'no action' or 'recall.'**

***If you have been recalled by the doctor to review your results, please let reception know when you book your appointment.**

- **Non-urgent recalls can be booked up to 2 weeks following notification**
- **Urgent recalls will be accommodated by reception and nursing as soon as possible**
- **Patients must attend their recall appointment before they can obtain a copy of their results**

- You may request a copy of your test results when you are with your GP, or by completing our 'Personal Health Information Form'. We will advise you of the outcome of this request within two weeks and will provide you with your personal health information if cleared to do so.
- If you would like a copy of your results mailed to you, we will require a completed 'Personal Health Information Form'. This will incur a minimum fee of \$10.00, payable by phone.

8. REQUESTING YOUR PERSONAL HEALTH INFORMATION

If you require a copy of anything from your health records, you will be asked to complete and sign a 'Personal Information Request Form' and return it to us. Your GP will review your request and then you should be contacted. You should allow up to two weeks for your request to be processed. If you request test results that your GP has recalled, you will be asked to attend this appointment and the GP can provide you your results inside the appointment.

9. COMMUNICATION WITH OUR GP'S – MESSAGES & PHONE CALLS

Our GPs usually have a fully booked session. In most circumstances our GPs are not able to ring or take phone calls from patients, unless it is a booked appointment. The best way to communicate with your GP is inside an appointment while you have their full attention. Telehealth & videohealth appointments can also be a good option in some circumstances. **Emergency calls are triaged by our practice nurses.**

10. FEEDBACK & COMPLAINTS

If you would like to provide us with feedback or are unhappy with the service we provide, please speak to us or write to us. We may request that you submit your feedback in writing for further investigation.

We treat all complaints with strict confidentiality and will attend to them as soon as possible. Please allow up to two weeks for formal complaints to be addressed. Your complaint will be investigated, and you will receive a response from senior staff or management.

If you wish to take the matter outside the practice, you can contact;

The Office Of The Health Ombudsman
email: complaints@oho.qld.gov.au
Ph: [133 OHO \(133 646\)](tel:1330HO)

11. TRANSFER OF RECORDS

We understand that sometimes you need to change GPs permanently or temporarily to assist with your health care. If you wish to transfer your records to a different medical centre, we require a transfer request form from your chosen Doctor at their medical centre. A patient health summary will be provided within one week, when we receive a written request from them with your signed consent. If further detailed records are requested, we will endeavour to provide these as soon as possible. A reasonable administration fee may be charged for use of our time and resources. We ask that all outstanding accounts are paid before we transfer your records.

12. YOUR PRIVACY IS OUR CONCERN

In accordance with the *Privacy Act (1988)*, all information collected in this practice is treated as “sensitive information”. To protect your privacy, this practice operates strictly in accordance with the Act. We use information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g. Pathology, QLD Health, Specialists, Australian Immunisation Register) with your knowledge. If you have any questions about how we handle your personal health information or need to arrange access to your records, please ask reception or your doctor. We will always use your personal health information to identify you when you call us. If you wish for a family member or other person to have access to your health record or information, we require a signed consent form outlining your wishes. To revoke this request, we require a signed form stating you withdraw your consent to having your information shared with this person.

13. OUR ALLIED HEALTH PROVIDERS

a. PATHOLOGY: QML is available Monday – Friday from 8.30am-1.30pm

b. SPEECH PATHOLOGIST - ANDRINA RIJKEN: Andrina attends every Monday & Wednesday - To book please speak with our friendly reception staff.

SPEECH PATHOLOGY APPOINTMENT INFORMATION & FEES

SPEECH PATHOLOGIST SERVICE	INCLUSIONS	COST	HICAPS Item Number - Invoice provided health fund
GP management plan / team care arrangement referrals	Available from your GP for eligible patients	Medicare rebate of \$54.60	N/A
1ST APPOINTMENT Initial individual consultation/assessment up to 60 minutes	Includes discussion, test analysis, brief written summary, recommendations & feedback meeting to discuss results	\$250.00	320
Additional assessment if required 45-60 minutes if required	Includes further in-depth test analysis from 1 st assessment, comprehensive written report, recommendations, suggested strategies & feedback meeting to discuss results	\$142.50	330
Subsequent treatment	30-minute individual therapy session	\$90.00	330
Subsequent treatment	30-minute individual therapy session	\$95.00	340
Subsequent treatment	45-minute individual therapy session	\$142.50	340
Telehealth therapy session	30-minute individual session	\$95.00	
Telehealth therapy session	45-minute individual therapy session	\$142.50	

Did not attend fees (DNA)	DNA fee for 30-minute therapy session	\$75	
	DNA fee for 45-minute therapy session	\$90	
	DNA fee for new patient and/or 60-minute therapy session	\$100	

Speech Pathology Terms, Conditions & Funding

Prior to commencing speech pathology, you will be required to fill out a patient information form and questionnaire.

Speech Pathology Payments & Cancellation Policy

Credit card details are required to be stored at every appointment even if the account is to be paid by a third party (cred card is held securely as per legislation by Automated Services). Payment is required at the time of your consultations or assessment. Please provide as much notice as possible if you can not attend an appointment to provide another patient the chance to use the appointment time. If you miss your appointment or do not give at least 48 business hours notice of a cancellation or rescheduling, there will be a did not attend or late cancellation fee payable before anymore bookings can be made. The did not attend fee is to be paid by the patient and not a third party.

Medicare Funding

You may be eligible for financial rebates from Medicare through Medicare. This can be arranged by your GP providing you with a GP Management Plan (Care Plan) & Team Care Arrangement referral.

Some patients with certain diagnosis may be eligible for funding through the NDIS. This should be discussed with your GP or other specialist.

Private Health Care Funding

Alternatively, most private health fund extras packages provide financial rebates for speech pathology services. You will need to pay your invoice in full prior to making a claim through your private health fund.

c. NUTRITIONIST & DIETICIAN - ELENI GEORGIU (B.HlthSci (Nut), B. Nut & Diet APD AN)

NUTRITIONIST & DIETICIAN APPOINTMENT INFORMATION & FEES

NUTRITIONIST / DIETICIAN APPOINTMENT TYPES	FEES
Subsidised appointments may be available through your GP via a GP Management Plan & Team Care Arrangement Allied Health referral	Medicare will contribute \$54.60 towards these appointments.
1 st Appointment - Private	\$130.00 (incl.GST)
1 st Appointment - Pensioner	\$120.00 (incl. GST)
2 nd Appointment - Private	\$90.00 (incl. GST)
2 nd Appointment - Pensioner	\$85.00 (incl. GST)
Subsequent Appointments - Private	\$70.00 (incl.GST)
Subsequent Appointments - Pensioner	\$65.00 (incl.GST)



Nutritionist & Dietician Payments & Cancellation Policy

Payment is required at the time of your consultations or assessment.

If you miss your appointment or do not give at least 24 business hours' notice of a cancellation or rescheduling, there will be a \$55 cancellation fee payable before anymore bookings can be made.

We are here to assist you with your health care needs. If you require any more information regarding our services, policies or fees, please speak with our friendly reception team or refer to our website.