

# THORNLANDS

## SURGERY

WE ARE A FULLY ACCREDITED GENERAL PRACTICE – *Established 2001*

### PRACTICE ADDRESS

**3 Cleveland-Redland Bay road, Thornlands 4164**

**Ph 3286 1233**

### PRACTICE HOURS

**Monday-Friday 8am- 5pm**

**Saturday: By appointments**

**Sunday: closed**

**Walk in patients will be triaged**

### OUR DOCTORS

**Dr Wasif Baig**

**Monday-Friday**

Special interest in chronic disease management, preventative health care, men's health, diabetes, skin cancer management

**Dr Ahmed Al-Ali**

**Monday-Friday**

Special interest in chronic disease management, preventative health care, diabetes, skin cancer management

**Dr Chandrika Pazhanivel**

Mon, Tuesday, Wednesday, Thursday, every second Friday

Special interest Women's health, preventative health, and Skin cancer management.

### ALLIED HEALTH PROFESSIONALS

**Umesh Shah Psychologist**

Thursday, Fridays

**John Den-Kaat- Physiotherapist**

Monday, Wednesday

**Dana Simpson Dietician**

Tuesday

### SUPPORT STAFF

**Renee Nicholson - Registered Nurse**

**Ingeborg Campbell - Enrolled Nurse**

**Gai Keech- Enrolled Nurse**

**Sharon Harris- Enrolled Nurse**

**Principal Doctor** -Dr Wasif Baig

**Practice manager** – Ingeborg (Inge) Campbell

**Receptionists** -Maureen Knight, Jade Wilde, Kylie Freeman, Carmel Van Liempd, Melissa Broadbent

Thornlands medical centre

focuses on the health and wellbeing of our patients.

Young, old, and everyone in between, our team is genuinely interested in ensuring that your health needs are met. We are an enthusiastic team and are very excited to be serving the Brisbane Bayside community. In addition to weekdays, we are open weekends and run late night clinics Monday through Thursday evenings (until 8pm) for the convenience of our patients.

**BILLING POLICY** – We are a Mixed Billing practice for those with a valid Medicare, DVA. Children under 16 and Health care card holders we bulk bill. Fees apply to allied health services. Our private fee for non-Medicare card holders for a 10-minute appointment is \$85, whereas a 20-minute appointment is \$120. Payment is required at the time of consultation. Payment can be made via eftpos or Cash.

**APPOINTMENTS** – Consultation is by appointment.

Urgent medical matters will always be dealt with promptly. Please check-in with reception when you arrive to avoid unnecessary delay in the waiting room. Please ring to cancel appointments that are no longer required.

Every effort is made to keep to appointment times, but this may be difficult at times due to emergencies, or unexpected longer consultations. To help us schedule appropriately, please tell the receptionists if your consultation is likely to be long (e.g. insurance medicals, pap smears, counselling, excisions and postnatal checks). You can also book through Hot Doc online booking system.

**ONLINE APPOINTMENTS** – Visit our website

[www.thornlandssurgery.com](http://www.thornlandssurgery.com) to book your next appointment online. You can also book through the Hot Doc Appointment app on your mobile phone.

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**CONTINUITY OF CARE AND DOCTOR OF YOUR CHOICE -**  
We endeavour to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

**AFTER HOURS** – Our surgery is open until 5pm Monday to Friday. If you require medical attention after our practice is closed, please call

**PH 0409 000 152**

**Emergencies, please ring 000**

**HOME VISITS** – We do provide house calls for patients of our practice. House calls for new patients will be decided depending on doctors available and urgency. If you can make it to the surgery it is recommended you do so, as it is better equipped for examination and treatment.

**TELEPHONE CALLS** – Doctors will take calls in an emergency; however, it may be triaged by the nurse before call is taken by the Doctor. If the doctor is busy they may ask to call you back.. Most problems are best dealt with in a consultation.

**PROCEDURES** – The doctors can perform many minor surgical procedures as needed (e.g. removal of skin cancers and moles). Cryotherapy (for skin cancers and warts), pap smears and resuscitation equipment are available. A longer appointment time may be required depending on the procedure, so please let reception know what you are having done. This surgery specialises in cosmetic medicine.

**STERILISATION** – All reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

**INVESTIGATIONS** – The doctors and nurses within this practice can perform electrocardiograms (ECG), lung function testing, blood glucose testing, pregnancy tests and hearing tests. Blood collections for pathology, X-rays, CT scans, MRI, Ultrasound, mammograms and endoscopy tests can be arranged elsewhere when required.

**TEST RESULTS** – Patients are required to return for a consultation with the doctor regarding test results, preferably with the doctor who ordered the tests. If any results are abnormal or urgent, you will be contacted via telephone. If we cannot contact you over the telephone, a letter will be sent to your address. Please ensure that reception has your current telephone number and address details.

**PATIENT RECALL FOR PREVENTATIVE CARE** – We have implemented a Patient Register for Preventative Activities. This a reminder/recall system within our software programme in which we contact the patient by either telephone or mail for follow-up of a preventative activity. Our practice also takes part in state and territory registers which helps us work out who is due to be seen. For example, the Australian Childhood Immunisation Register (AIR) and the HPV National Register. Patients attending this practice will be automatically included in this system unless otherwise stated on the patient form, they fill out. The purpose of this register is purely as a service to patients from this practice and confidentiality is always ensured. If you wish to opt out of our recall system, please tell your doctor.

**HEALTH ASSESSMENTS** – For patients over 75+ we recommend a yearly health assessment. Our health assessment nurse Gabrielle will contact patients over 75+ and will come to their homes to perform most the assessment. 45-49 old Health Checks and Aboriginal & Torres Strait Islander (ATSI) Health assessments can be performed at this surgery with no out of pocket expense.

**TRANSFER OF MEDICAL RECORDS** – Our practice will send a health summary of your records elsewhere for no charge. Generally, we are accommodating if a patient requires a more extensive record to be sent.

**DISABILITIES** – It is surgery policy to cater for people with special needs and disabilities. If you are having trouble, please approach our staff who will be very willing to assist.

**Our practice is participating in the 'close the Gap government initiative.** To allow us to tailor appropriate care and assist with this initiative please tell reception or your doctor if you are Aboriginal or Torres Strait Islander origin.

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**CHRONIC DISEASE PREVENTION-** We are committed to helping our patients to prevent the development of their chronic disease. We encourage you to take advantage of our practise nurses and the time you spend with your doctor to complete a management plan for your chronic disease.

**YOUR MEDICAL INFORMATION & YOUR PRIVACY-** All doctors at the practice use the computerised system Best Practice to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the practice is confidential and will not be released without consent. We follow the Australian Federal Privacy Laws and Standards for the private health sector.

**HEARING OR LANGUAGE IMPAIRMENTS –** To help our GP's ensure they fully understand the nature of their patient's problems and patients fully understand the outcome of the consultation; we use an Interpreter service where necessary. AUSLAN interpreters are available for patients with hearing impairments. TIS offer language interpreters for patients who cannot speak English very well.

**PATIENT RIGHTS AND FEEDBACK –** We recognise that patients have certain rights, and we will endeavour to support their rights. If you are feeling unhappy with any aspect of the services, we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, practice manager or receptionists on duty are available to discuss any problems you have. A suggestion box is available in the waiting room if you like to make a compliant/suggestion anonymously. Should you wish to take any complaints further you can contact:

call the Office of the Health ombudsman (133 646)

### Email Policy

we do not accept emails for prescription repeats and appointment booking please phone the surgery on 3286 1233

Patient information is only sent via e-mail if it is securely encrypted according to industry and best practice standards.