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NEW PATIENT INFORMATION LEAFLET

Thank you for choosing the Doctors at **Clayfield Medical Centre**. We want you to know that your health and well being is extremely important to us and that is why we provide our patients with extended opening hours, flexibility when you or your family needs urgent appointments as well a number of services to accompany your everyday health needs.

CLAYFIELD MEDICAL CENTRE DOCTORS

Dr Jason Wu MBBS (QLD), FRACGP

After graduating from the University of Queensland, Dr Wu was based mainly at the Royal Brisbane and Prince Charles Hospitals, and even acted as Medical Superintendent at the Augathella General Hospital, prior to training in General Practice. After being granted fellowship with the Royal Australian College of General Practitioners, Dr Wu is thorough in his approach in all areas of General Practice, with particular interest in Men's Health, Children's Health and treatment surgical procedures/skin cancer surgery.

Dr Ada Tam MBBS (QLD), FRACGP

After Graduating from the University of Queensland, Dr Tam completed her internship at Redcliffe Hospital, and then went on to work in various rotations at the Royal Brisbane and Prince Charles Hospitals. She then trained and acquired fellowship with the Royal Australian College of General Practitioners in 2001. Dr Tam is knowledgeable in all areas of General Practice, however her interests lie in Nutrition, Weight management, Diabetes, Women's Health and Preventive Health, Integrative Medicine.

Dr Julia Lim MBChB, FRACGP

Graduated in England and now holding Fellowship of Royal Australia College of General Practitioners in QLD, Dr Lim can assist you in all areas of general practice. She particularly has interest in Women's Health, including insertion and removal of implanon, and intrauterine contraceptive devices eg. Mirena/copper coil.

Dr Deborah McAlister MBBS, FRACGP

Dr McAlister graduated in UK, and acquired Fellowship of General Practice both in UK and in Qld. Dr McAlister is experienced in all areas of general practice, and has the special skills in birth control procedures like insertion of coils and hormone implants, and has particular interest in family planning, gynaecology.

Dr Amelia Stephens BSc, MBBS (Qld), FRACGP (on maternity leave from 14/8/2021)

Dr Amelia Stephens graduated from the University of Queensland. Since completion of her Fellowship for RACGP, Dr Stephens has been a dedicated medical practitioner at our practice, a medical educator and medical searcher as a Lecturer at the University of Queensland. Dr Stephens is also actively involved in

leadership role for the RACGP. Dr Stephens has a deep interest in Integrative Medicine, Women's health, Men's and Children's health. Additional skills - insertion and removal of Implanon

Dr Julia Sze Wai Ooi MBBS (QLD), FRACGP

Dr Julia Sze Wai Ooi is a medical graduate from the University of Queensland. After working in various hospitals around the state, she opted for a career in General Practice through the Royal Australian College of General Practitioners. With extensive experience especially in women's and children's health, preventative medicine and chronic disease management, she believes in providing the highest quality care for her patients. She has also lived in Africa where she volunteered accumulating knowledge in tropical diseases and travel medicine.

Dr Courtney Speight MD (SA), FRACGP

Dr Speight graduated from Flinders University Medical School in Adelaide. She enjoys all aspects of general practice, particularly women's health, antenatal care, paediatrics, men's health, and skin disorders. Dr Speight is available for implanon insertion and removal.

Dr Nicholas Bashir-Elahi MBChB (Otago), FRACGP

Dr Nick graduated from Otago University and has worked as a GP since 1991. He has sub-specialized in Men's Health over recent years.

Dr Vladana O'Neil MBBS, BMedSci

Drawn to medicine from her love of science and desire to understand biology, empathetic and caring in nature and holistic in approach to illness, Dr O'Neil focuses in preventive medicine, and chronic disease management. Dr O'Neil has particular interest in elderly patients, children, and women's health.

CLAYFIELD MEDICAL CENTRE STAFF

We have several members of staff including **Trained Medical Receptionists** and **Registered Nurses**. All of our staff are highly experienced in their fields and are there specifically to help you and your family. From 2/3/2017, we will also have Miss Louisa Stephens or one of her team consulting here fortnightly as an accredited dietitian who can help you with your nutritional needs.

CONFIDENTIALITY

As a patient of our medical practice, we require you to provide us with your personal details and a full medical history, so that we may properly assess, diagnose, treat, and be proactive in your health care needs.

This practice abides by APP(Australian Privacy Principles), and that privacy Policy is available on request, which includes information about the collection, use, and disclosure of your health information. Because of this, it is the policy of this surgery that all results be given to the patient in consultation with your doctor. We do this in order to protect your privacy and to maintain the excellent level of care that we are constantly striving for. It is the discretion of the doctor that results or information regarding results be given to parents of children who are in their late teens and no results or information regarding results will be given to parents of patients over the age of 16 without consent from that patient. We are also unable to release results to external parties without written consent from the patient.

We require your consent to collect personal information about you, and to use the information

you provide in the following ways:

- administrative purpose in running our medical practice
- billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your healthcare including treating doctors and locums and specialists outside this medical practice, for the purpose of patient care and teaching
- For research and quality assurance activities to improve individual and community health care, and practice management. Usually information that does not identify you is used, but should information that will identify you be required, you will be informed and given the opportunity to "opt out" of any involvement
- To comply with any legislative or regulatory requirements eg. notifiable diseases (which may be important for contact tracing and for monitoring transmission patterns/trends
- For reminder letters/SMSs which may be sent to you regarding your health care and management
- To submit patient data to various disease specific register (cervical, breast, bowel screening, etc)

You may decline to have your health information used in all or some of the ways outlined above but it may influence our ability to manage your health care to provide the best outcome for you. Please discuss with your treating doctor or the Privacy Officer of the practice, should you have any questions regarding the above.

If there are any legal or court documentation which are relevant to patient care eg. in any child custody arrangements, or any advanced health directive, please produce a copy of such documents for our records. We also require copies of current Enduring Power of Attorney (EPOA) in the patient's records before our practice can provide any information or communicate with the nominated EPOA executor(s) of the patient.

In order to protect your privacy and confidentiality, please keep us up to date with your personal details, to avoid communications from us reaching the wrong recipients

OPENING HOURS

We understand that not all illnesses occur between the hours of 9.00 - 5.00 Monday to Friday so we want our surgery to reflect the needs of *our* patients. We have longer opening hours which also include access to a female doctor up to 6.00pm.

Hours of Operation are as follows:

Monday - Friday:	8 am - 6.00pm
Saturday:	9 am - midday

Please try to ring before 4pm to arrange any late appointments.

We close on Sundays and public holidays,

NB. Hours may vary without notice

AFTER HOURS CARE & HOME VISITS

For those hours outside of operation, we have arranged for our patients' care to be handled by **National Home Doctor Service**. They provide a very affordable service and give a great peace of mind for you and your family. They are the ones to call on should you require a home visit. Generally, if you feel you are so sick you cannot come to see a doctor, you may have to

consider a visit to the hospital emergency. Home visits by our own doctors may be arranged at our doctors' discretion only to regular patients, by prior arrangement.

Membership Cost and Cover can be arranged with National Home Doctor Service. Their website is HOMEDOCTOR.COM.AU

To contact **National Home Doctor Service** phone (07) 3831 9999

SERVICES AVAILABLE (includes contraceptive coils/implants)

Check-ups, family planning, cervical cancer screening, pregnant tests, antenatal checks, ECGs, heart check, skin check, counseling, vaccinations, child health, travel advice, minor surgery (eg. suturing wounds, removal of skin lesions, ingrown toenail operations, foreign body removal, etc), desensitizations, liquid nitrogen for sunspots and warts, ear-syringing, nutritional & weight management advice, sports medicine, laser acupuncture, industrial medical consultations, pre-employment/VISA medicals, mental health plans, care plans + team care arrangements, home medication reviews, refugee medicals, seniors' health assessments, and so on. Some of our doctors also have had extra training and experience in integrative medicine.

RESULTS

To maintain a proper duty of care, we are unable to give results, scripts, referrals or medical advice over the phone. The only time you may call for results is when the doctor has specifically made arrangements with you at the time the tests were ordered. It is not only unsafe for the patient but may have medicolegal implications for a doctor to give any significant results or medical advice without having a face-to-face consultation. This also applies to partners and parents requesting medication or advice without the patient present.

REMINDER & RECALL SYSTEM

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder phone call, SMS, or letter from time to time offering you preventive health services appropriate to your care. You may also be recalled by our nurses by phone or letter, or SMS, if there are significant test results available that require your return for a consultation with the doctor about further management of your health condition. The timing of such recalls depend on the urgency of the results to be discussed. Urgent results are to be discussed within a few days, or even the same day, whereas less urgent results are preferably discussed within 2 weeks. Up to 3 recalls may be sent out every 2 weeks for reminders and non-urgent results, and then a registered posts may be sent as a final reminder/recall if the matter is significant enough to affect your health in a serious manner, at the discretion of your treating doctor, after multiple failed attempts in recalling you.

Should you not wish to be contacted by our practice via SMS at all, please notify our staff.

At the time of making your appointments or upon arrival for your appointment, we would appreciate your co-operation in keeping our staff up to date with your current contact details, if they have changed. We would not like our mail, SMS, or phone messages to you to reach the hands of a stranger!

APPOINTMENT MAKING

When making appointments, we ask that you provide our staff with as much information as possible. This will help us determine how much time you may need with your doctor. We offer patients the opportunity to book Normal (single), Long (double) and Extended (triple) length

consults. If you have a variety of things to deal with while seeing the doctor, please advise the receptionist that you will need a longer appointment. Your operation in informing staff you need to book a longer appointment for services like cervical cancer screening/women's health check, counseling, care plans, mental health plans, health assessments, or if you have multiple health issues to deal with is crucial in assisting the doctors run on-time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay.

Please note that you may also book an appointment with us online by clicking the blue box BOOK NOW on our practice website www.clayfieldmedicalcentre.com.au.

For the benefits of Continuity of Care, we encourage all existing patients to try to book in with their regular doctor as much as possible.

INTERPRETOR REQUIREMENT

Should you require an interpreter, we can organize this service for you. Ideally, we need you to give us more than 2 weeks' notice prior to your appointment if an interpreter is required on-site during a consultation. Please fax to us any request for an AUSLAN translator or National Relay Service well in advance (preferably minimum 2 weeks), to avoid disappointment.

LATE CANCELLATION & NO SHOW POLICY

Our practice applies penalties if patients missed 2 or more appointments. Such penalties comprise a fee up to the fee of the consultation missed, or are privately charged full fee for the next visit for a concession patient, or a patient is usually bulkbilled.

BILLING POLICY

Clayfield Medical Centre is a mixed billing surgery meaning that we **Privately Bill** most patients **except** those that hold a **current** Government Pension Card, Department of Veterans Affairs Gold Card or are under the age of 16 (ie: not yet had their 16th birthday) **who live in Brisbane**. For patients in these categories, we directly bill to Medicare **given that their consultation is not at or after 5:30 pm Mondays to Friday, and not on Saturdays, and the appointment does not fall under the category of "Specialized Appointment"**. *The fee structure is kept at the front receptionist and are payable on the day of the consultation.*

Payments are required to be made on the day. Any accounts may incur a \$20 surcharge.

Health Care Card Holders who begin their care at our practice AFTER 1/7/2014 are charged a discounted fee. Those who began their care here before 1/7/2014 continue to have their bulkbill privilege, but have to pay after hour fee **if their appointment is at or after 5:30 pm Mondays to Friday, and after hour fee on Saturdays. PRIVATE FEES (no bulkbilling) apply to appointments that falls under the category of "Specialized Appointment"**. Once a health care card patient stopped attending our practice for over 2 years, and then return for care again, a discounted fee will apply. *The fee structure is kept at the front receptionist and are payable on the day of the consultation.*

Note: Dr Ada Tam now only bulkbills NEW patients that are under 6. Dr Jason Wu and Dr Nicholas Bashir-Elahi only bulkbills NEW patients who are under 16.

Our practice requires payment to be made on the day.

Specialized appointments at Clayfield Medical Centre fall under the following categories:
Integrative Health Consultations

Cervical Cancer Screening

Laser Acupuncture

Treatment Room Procedures (including contraceptive implants and coils)

Pre-employment/insurance/pre-adoption/VISA medical assessments.

Dietitian Consultations.

*Please be aware that the charges for **specialized** consultations are charged privately regardless of age or concession cards held by the patient.*

Cervical Cancer Screening

This is an essential part of every woman's health maintenance. Due to the comprehensive nature of this essential service, our doctors do not Bulk Bill cervical cancer screening. The consultation is in depth and your doctor will usually perform not only the cervical cancer screening procedure, but also a Breast Check, and discuss your general Well-being. Please let our reception staff know if you require one of these consultations when you make your appointment so that they can make you a longer appointment.

Laser Acupuncture

Our laser acupuncture machine can help relieve soft tissue inflammation in muscles, tendons and ligaments in your body. The first consultation is billed based on length and the second and third visits are bulk billed to Medicare provided no other issues are dealt with during these follow up laser consultations.

Treatment Room Procedure

(For procedures incl. Suture laceration, Excision of skin lesion, nail procedures, removal of foreign body, plastering fracture etc.)

Your doctor will discuss the cost of a treatment room service, which may or may not be Medicare rebatable, depending on the particular procedure. Fees for birth control coils and implants are listed at front reception.

Pre-employment. insurance/pre-adoption/VISA medical assessments

These services are not rebatable by Medicare Australia or Veteran Affairs.

Additional fees may apply for home visits, if the consultation was exhaustive, if significant phone or electronic communications were involved, regardless of concession card or age.

Scripts & Referrals

In general, patients need to have their condition reviewed for continuation of scripts or referral, to assess if their medication is appropriate and to determine what to write on the referral. Hence a consultation is necessary. Only under exceptional circumstances would these be provided without a consultation, and a fee may apply.

Late & Weekend Appointments

All appointments, regardless of age and concession card status of the patients, are charged at a higher than standard fee (we call after hour fee) for appointments at 5:30 pm or after on weekdays, and all Saturdays. The fee goes up for longer appointments, and if there are additional services.

SHARED CARE

All our doctors are highly experienced in pregnancy care, and would gladly participate in *Shared Care* with the Public Hospitals. If you are interested, please ask the doctors or one of our staff members and they will happily provide you with all the necessary information.

IMMUNISATIONS

Many new mums aren't aware that all childhood immunizations can be done at their local doctor and in fact, the related government authority prefers it. Our nurse is available for you to have these vital immunizations administered at convenient times through out the week. Each child's immunization should be done within 30 days of turning the coinciding age to ensure you child's maximum health is maintained.

SERVICES OUTSIDE THE SURGERY

As well as visiting your doctor, it may be necessary for you to use other services in and around this area. Our surgery is in close proximity to the following:

QML Pathology
Sullivan Nicolaidis Pathology
iMed Radiology Clinic
HeartCare Partners
Walters Green Psychology Consultants
Discount Chemist at Albion
Clayfield Day & Night Pharmacy

If you are looking for one of these or other services that are closer to your home, your pathology request form has a list of all the addresses and phone numbers on the back. Otherwise, feel free to ask one of our staff members and they will be happy to help.

EMERGENCIES AND EMERGENCY APPOINTMENTS

At Clayfield Medical Centre, we pride ourselves on flexibility for those of our patients that need to be seen urgently. If you believe that you or a family member needs to be seen rather urgently due to chest pain, shortness of breath, deep bleeding wound, vomiting or a sick child, please inform the receptionist or nurse with as much detail as possible as they are trained in triage of emergency cases and, if necessary, we could fit you in as soon as possible or advise you of the best course of action. Furthermore, if you are suspicious that you or your family member may be suffering from a highly infectious illness eg: scabies, chicken pox, measles etc., please advise staff at the time of booking, and best stay in your car while waiting to be seen, or such a contagious patient has to be isolated in a room alone., with a mask on. Alternatively, such cases may be dealt with via Telehealth appointment option. For anyone with fever and respiratory symptoms during ht COVID-19 pandemic, the appointment must be conducted via Telehealth, unless evidence of a negative COVID test result can be provided and the test was done after onset of symptoms. If you or a family member is at home and is experiencing severe shortness of breath, chest pain it is best to call 000 for an ambulance as the Emergency Department of your nearest hospital is better equipped to handle life threatening cases.

TELEPHONE ACCESS/TELEHEALTH CONSULTATIONS

GPs in the practice may be left a message during normal surgery hours. The doctor will try to call you back to answer your question as soon as practicable, or may reply you by SMS, but usually they cannot do so until the end of the working day or the next day. Depending on the case, the doctor may suggest a face-to-face consultation if this is necessary.

Since the COVID-19 MBS Telehealth item numbers became available, patients now have an option to have phone consultations with our doctors. From 1/7/2021, only the standard length consultation rebate applies regardless of whether your PHONE appointment is 15 mins, 30 mins, or longer. Therefore, we suggest patient book face-to-face appointments with our doctors for longer appointments, such as to deal with mental health, complex problems, and multiple concerns. On the other hand, VIDEO consultations, however, attracts medicare rebate no matter how long the consultation is. Be aware that a GP may not be able to provide optimal care via Telehealth appointments without assessing a patient face-to-face.

Please note that MBS rebates for Telehealth Consultations (phone or video) only apply for patients who have had a face-to-face consultation at Clayfield Medical Centre within the previous 12 months.,.

Moreover no MBS Telehealth rebates apply to patients who are overseas during the Telehealth consultation.

EMAIL POLICY

Despite being a busy practice, our staff try their best to provide you a reply to your email within 2 business days. We do not provide answers to anyone's clinical concern via email, as any clinical concern must be addressed with the doctor after appropriate history taking and assessment. Moreover, there is no guarantee of privacy nor of cyber-security with unencrypted email communications. If we had to send clinical reports via email, we use password protection to mitigate any breaches in privacy. Please keep us up to date with your most current email address to ensure smooth email communication, and to prevent our emails reaching the wrong recipients.

TRANSFER OF MEDICAL RECORDS

If you wish to transfer your records to our surgery, please ask a staff member for a Release of Patient File Consent Form to forward onto your previous doctor. It is also best to contact that surgery to discuss their transfer of records policy and charges.

If you move to another practice, within Australia, and the practice you move to uses an electronic information transmission system called Medical Objects, our practice is able to transfer your records electronically at no cost to you. We encourage this form of information transmission as the information transmitted is encrypted to ensure security. If you need to transfer hard copies of your medical records from Clayfield Medical Centre to another clinic a fee will be charged. This fee depends on the size of the file to be transmitted. The actual fee will be advised by our surgery. It is necessary to charge this fee to cover the costs of printing, photocopying, cost of staff time in handling the transfer of records, and for postage. Your understanding with regards to Transferring Medical Records is greatly appreciated as the time and effort it takes does often become costly. If you only require a health summary for the new practice within Australia our practice is willing to fax it to your new practice without charge.

Report Requests

Lawyers and Insurance companies may request reports to be completed by the treating GP, or request the entire file on a patient. Due to privacy and confidentiality pertained to patient information, our practice requests all such requests in writing from these companies accompanied by a signed consent by the patient. Our clinic also charges a fee for meeting such requests.

THIS PRACTICE HAS A NO SMOKING AND NO AGGRESSION POLICY

This includes inside and around the entire ground surrounding of our Medical Centre. If you find smoking difficult to quit, please ask our doctors for help during your consultation. We have a zero tolerance for aggression policy at this practice; we have the right to ask anyone demonstrating aggression to leave our premises, involving police if necessary, to avoid disturbance to all others present at our practice.

MBA Code of Conduct Disclaimer

Information provided in our posters and health articles at our website may contain advertising. Our practice does not endorse any advertised services or products.

PATIENT FEEDBACK

Feedback from our patients is very important to us. Hence, we have provided a suggestion box located at the left of reception for you to pop in any suggestions you might have or any problems or disputes that you want to be brought to light. If you are not comfortable leaving it at reception, we would also be happy for you to write directly to our GRIEVANCE OFFICER. The contact details of the Office of the Health Ombudsman is 133 646.

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