
GATTON MEDICAL CENTRE

The Gatton Medical Centre was established in 1973
56 Railway Street Gatton QLD 4343

PRACTICE INFORMATION SHEET

CARING FOR YOUR HEALTH

At Gatton Medical Centre, our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.

We are committed to promoting health, wellbeing, and disease prevention to all patients.

We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

Opening Hours

Monday to Friday - 08:00am to 5:15pm

Saturday – 08:30 Am to 02:00 PM

Sunday and Public Holidays - Closed

APPOINTMENTS

Appointments can be made by phoning 07 5462 1855 any day of the week from 8am to 5pm, by walking into the surgery or by using our online appointment system Hot Doc.

Consultation is by appointment. Patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please check in with reception on your arrival to avoid any unnecessary delay in the waiting room. Please cancel appointments at least an hour before the allocated time. Every effort is made to keep to appointment times, but this is difficult due to emergencies, walk in patients or unexpected longer consult. To help us schedule appropriately please tell our receptionists if your consultation is likely to be long e.g. Insurance medicals, post-natal checks, pap smears, counselling, excisions or if more than one member of the family is to be seen.

HOME VISIT POLICY: Home visit appointments can be made by prior arrangement with the receptionist at the discretion of the doctor.

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 important 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.

YOUR MEDICAL INFORMATION AND YOUR PRIVACY: All doctors at the practice use computerised medical records to record information, order tests, provide prescriptions, file specialist's reports. Our computers are password protected and backed up daily. All information recorded at the surgery is confidential. We follow the Australia Federal Privacy Laws and Standards for the private health sector. A single A4 health summary sheet will be made available free. Further information will incur a charge. We have a privacy policy brochure and a written practice privacy policy.

PATIENT TEST RESULTS: Patients are required to return for a consultation to obtain test results preferably with the Doctor who ordered your test. If any results are abnormal and/or require urgent attention we will contact, you. To facilitate this please make sure reception have your current phone number.

DISABILITIES: Surgery policy is to cater for people with special needs and disabilities. If you are experiencing difficulties, please approach our staff who will be very willing to assist.

IMMUNISATIONS, OTHER INJECTIONS, EAR SYRINGES, DRESSINGS AND PROCEDURES

Please advise reception if you require one of these services, as you might also need to be booked in with the nurse who is available during the Week

RESULTS

Practice staff will notify you of urgent results. It is very important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake including blood tests x-rays and open access endoscopy and colonoscopy. A "normal" result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed.

REMINDER SYSTEM

It is important for you to keep our records of your current address and details always updated, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail, email or telephone offering you an appointment in relation to preventative healthcare. If you would like to be removed from the practice reminder system, advise practice staff.

GETTING THE MOST OUT OF YOUR APPOINTMENT

There are a number of things you can do to ensure you get the most out of your appointment:

- Write a list of the things you want to see your doctor about
- Check your scripts prior to coming.
- Ask your pharmacist if you have any repeat scripts left when you get scripts filled, and ring for an appointment as you fill your last repeat. That way you won't run out of medication before your next appointment.
- Hand the list of your health concerns and any scripts or referrals you need to your doctor at the start of the consultation.

Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a subsequent appointment/s to properly attend to everything

REFERRALS

Higher Medicare rebates are available for specialist's services if you are referred by your GP. This assists in ensuring your specialist is made aware of any relevant information that may be needed to assist in your care.

Please ensure that you check with your specialist's secretary about whether your referral is up to date when you make your specialist appointment. If not, please make an appointment to see your doctor prior to your specialist appointment. Medicare does not allow referrals to be backdated, so if you want to obtain the higher rebate for your specialist visit please see your doctor prior to seeing the specialists.

SCRIPTS

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue that medication and that dose. Therefore, if you are on your last repeat please ring and make an appointment so you don't run out of it. Scripts will not be written without review. If you think you will run out of your medication prior to your next appointment, please leave a message for your doctor with reception.

PHONE CALLS (RECEIVING AND RETURNING)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

Emergency Phone Calls during working hours: These calls will be placed directly through to a doctor. Non urgent calls - a message will be taken and given to the Doctor.

PRIVACY IN THE PRACTICE

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request.

PRIVACY/MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document, our policy is to ensure the security of your personal health information and is only available to authorised members of staff. A copy of our privacy policy is available upon request. 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 this 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, x-ray).

TRANSFER OF MEDICAL RECORDS

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form found at Reception. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. We will transfer a health summary free of charge, however a fee applies for documents over 5 pages. Please speak to reception for a quote. This will need to be paid before the records are sent.

COMMUNICATION SERVICES AND ACCESS FOR PATIENTS WITH SPECIAL NEEDS

This practice provides a translator services for our patient's. The clinic can arrange free telephone or in person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent. For those with a walking impairment or wheelchair bound, we have large entrance doors to our facility Assistance with wheelchair from our staff is available on request.

INFORMED PATIENT DECISIONS

It is the policy of this practice that patients are informed of the purpose, benefit, risks and costs of proposed treatment or investigations. Patients will receive sufficient information to allow them to make informed decisions about their care. Our preference is for patients to attend the clinic as our Doctors do not visit patients in their home. If a patient is acutely ill, immobile, and elderly or have no means of transport to the practice, please call reception on 54621855 for discussion of other avenues. Fees may apply.

PATIENT'S RIGHTS PROVIDING PATIENT FEEDBACK

At Gatton Medical Centre, it is important to us that we continually improve the way we deliver our services. To do this well we ask that you feel free to provide feedback. We have a suggestion box in the waiting room for your use. You can also provide feedback via the text message or email you receive following your appointment. We recognise that patients have certain rights, and we will endeavour to support these rights. If you are unhappy with any aspect of the service, we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your Doctor, the Practice Manager or receptionists on duty are available to discuss any problems you may have. Patient feedback forms and patient complaint forms are available in our office.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service-related complaints contact the Office of the Health Ombudsman on 133 646 or visit the website <https://www.oho.qld.gov.au/make-a-complaint/>

PREScribing DRUGS OF ADDICTION

It is a Policy of Gatton Medical Centre that new patients will not be prescribed drugs of dependence at the first visit. We follow guidelines and seek approval from the Monitored Medicines Unit (MMU) before prescribing any S8 or restricted S4 drugs.

FEES

At Gatton Medical Centre, we are a bulk billing practice and Medicare covers payment. We do take into consideration patients who hold Health Care Concession, DVA Cards or Pension Concession Cards.

Common fees are listed below and what the out of pocket expense is for patients who do not hold Medicare cards.

Monday to Saturday

Appointment	Types of Issues	Time Allocated	Item Number	Schedule Fee	Afterhours Fee
Short	Straightforward cases, e.g. Renewed scripts	10mins	3	\$50.00	\$55.00
Normal	Routine care, preventive care, chronic care, & referral letters	10-20mins	23	\$78.00	\$85.00
Long	New patients, excisions, complex conditions, & mental health plans	20-40mins	36	\$125.00	\$135.00
Extra Long	Full medical check-ups, counselling, patient's carer or translator is present, & emergencies	>40mins	44	\$140.00	\$150.00

Please ask practice staff for more information if required.

HEALTH ASSESSMENTS

Gatton Medical Centre provides a range of preventative health services and health assessments based on each patient's health care needs. The key aim of a health assessment is to provide a comprehensive overview of all aspects of your health and wellbeing. A health assessment can initiate extra assistance to maintain good health and prevent ill health in the future. Your doctor will always provide you with a written summary for you to keep so that over time you can monitor your progress towards achieving your stated goals.

Health Assessment's include:

- Healthy Kids 4-year-old check
- Over 75's Health Check
- People aged 45 to 49 at risk of developing a chronic disease People aged 40 to 49 with a high risk of developing type 2 diabetes
- Aboriginal and Torres Strait Islander health check
- Intellectual Disability
- Dept. Of Veteran's Affairs

GP CHRONIC CONDITION MANAGEMENT PLAN (GPCCMP)

A General Practitioner Chronic Condition Management Plan (GPMP) is a written plan to help you manage a chronic and/or complex condition, e.g. diabetes, arthritis, heart disease, osteoporosis, cancer.

As part of your plan, your doctor may identify that you could benefit from the assistance of other Health Care providers who will provide ongoing services in addition to your doctor, e.g. physiotherapy, dietician, podiatrist. A referral will be made if the doctor identifies this need.

If you are unsure if you qualify for a plan, please see you doctor. Medicare Australia has restrictions on who can and cannot receive management plans.

THE TEAM AT GATTON MEDICAL CENTRE

We have an experienced team who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care.

General Practitioner:

- Dr Bhaskar Rao Siraparapu, MBBS, FRACGP
- Dr Jawaid Yaqub, MBBS, FRACGP
- Dr Htay Thaung, MBBS FRACGP
- Dr Aung Myo Oo, MBBS, FRACGP, AMC, DCH
- Dr Rahksha Hesami, MBBS
- Dr Jaideep Bali, MBBS, Dip Psych
- Dr Praneetha Konka, MBBS, MRCGP

Specialists:

- Dr Joseph O'Callaghan Rheumatologist (Visits every 2nd Tuesday)
- Dietitian: Visits Fortnightly (Healthy Lifestyles)
- Diabetes Educator: Visits Fortnightly (Healthy Lifestyles)
- Exercise Physiologist: Visits Monthly (Healthy Lifestyles)
- Physiotherapist: Weekly (Physiobrains)

Nurse:

- Kelly Hall – Registered Nurse
- Lisa Catt – Registered Nurse

Practice Manager: Emma Thomas

Receptionists: Tanya Beard, Leah Cole, Sumanth Mucherla & Olivia English

AFTER HOURS ASSISTANCE

This practice offers after hours emergency care to patients through a formal arrangement with the three medical centres in Gatton. The after-hours number can be used outside of our normal opening hours – 0738305730.

FOR EMERGENCIES DIAL 000

Emergency care is available at Gatton and Ipswich Hospital

OUR LOCATION

56 Railway St
Gatton QLD 4343

Ph: 07 5462 1855

Fax: 07 5462 5321

Email: office@gattonmedical.com.au