**GRACE MEDICAL SKIN AND VEIN CENTRE**

**16 Princess St, East Bundaberg**

**Ph: 07 4152 8667 Fax: 07 4153 5424**

**Email: office@gracemedical.net.au**

**SURGERY HOURS**

Monday – Friday 8.30am – 5.00 pm

Closed Saturday, Sunday and Public Holidays

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| **FOR MEDICAL EMERGENCIES**  Phone 000 (QAS)  ***NON URGENT AFTERHOURS MEDICAL CONSULTATIONS***  **House Call Doctor**  Phone: 135566 (Bulk Billed Service)  **The Friendlies Emergency Department**  19/23 Bingera Street, West Bundaberg  Phone: 07 4331 1777 (Non Bulk Billed Service)  **On Call Grace Family Practice Doctor**  Ph: 0458 305 607  (Call out fee $500/- applies) |

**Doctors**

Dr Preshy Varghese MBBS Dip Dermatology MMed FRCS FRACGP (Practice Principal) - Skin and Veins

Dr Sanghmitra Bilwani MBBS, DRANZCOG - Skin

Dr Josiah Manteit - MBBS - Skin

Dr Emily Jacob MBBS, FRACGP - Skin and GP

Dr Jeanette Wimbus- GP

Dr Kiat Cheng - GP

Practice Manager

Mrs Deepa Preshy Varghese Diploma Professional Practice Management

Nurses

Mrs Cherie Davis RN Mrs Deena Paul RN Mrs Brittany Doble EN

Mrs Mandii Dawson EN Mrs Jessica David EN

Audiologist

Mrs Astrid Clancy

Reception Staff

Mrs Sandra Rupert Mrs Karen Smith

Mrs Natasha Geenen Miss Kristen Kahler

Mrs Cristy Wolski Ms Shani Barram

Ms Fiona Goode Mr Deepu Anthony

Mr Jake Davis

GENERAL MEDICAL SERVICES

* General Practice Consultations for acute medical conditions
* Chronic Disease management- Diabetes, COPD &Asthma, Heart Failure, Kidney Failure, Pain management.
* Aged Care – Nursing Home and Retirement Village (Carlyle Garden) visits
* Travel Medicine
* Immunisations for children and elderly
* Dermatology and Advanced Skin Cancer Management
* Varicose Vein Treatment and Chronic Leg Ulcer Management
* Minor Operations- Ingrown Toe nail excision, Carpal tunnel release and Trigger finger release, Excision of Lesions, Sebaceous cysts, lipomas etc.
* Sports Medicine & Musculoskeletal injuries
* Suturing of lacerations and initial management of fractures
* Child Health- Neonatal & Child Health checkups & Immunisations
* Women's Health & Antenatal Care
* Men's Health

**SPECIALITY SERVICES AND GPs WITH SPECIAL INTERESTS**

**Dermatology, Skin Cancer Medicine**

Dr Preshy Varghese MBBS Dip Dermatology MMed (Skin Cancer Medicine) FRCS FRACGP

Dr Sanghmitra Bilwani MBBS, DRANZCOG

Dr Emily Jacob MBBS, FRACGP

Dr Josiah Manteit MBBS

**Varicose Vein Treatment and Chronic Leg Ulcer Management**

Dr Preshy Varghese MBBS, Dip Dermatology, MMed (Skin Cancer Medicine), FRCS, FRACGP

* Certificate Sclerotherapy
* Certificate Phlebology Ultrasound
* Member Australasian College of Phlebology

**Women’s Health & Antenatal Care**

Dr Sanghmitra Bilwani MBBS, DRANZCOG

Dr Emily Jacob MBBS, FRACGP

**ALLIED HEALTH SERVICE**

**Audiology**

Mrs Astrid Clancy

Hearing assessments for adults and children from 3 years old. Hearing assessments are bulk billed.

Central Auditory Processing assessment for children from 6 years of age.

**INTRODUCTION**

Grace Medical Skin and Vein Centre is a specialised skin care and vein treatment centre which includes a family medical practice. We are committed to providing comprehensive general care to all individuals and families in our community. Our aim is to provide easy access for the best medical care at the right time of need. Our mission is **‘Care with Compassion’**

**APPOINTMENTS**

**Routine Standard Appointments (15 mins)**

Our surgery operates on an appointment only basis. Appointments are made through phone bookings and face-to-face bookings within the clinic. Our practice phone can be called during working hours. If you call outside of our working hours, you can leave a message on the recorded telephone message system. Our receptionists will contact you as early as possible the next working day. Please book in advance to schedule a routine appointment. Please advise the receptionist at the time of booking, briefly about the purpose of your appointment and your preferred doctor. Reception will attempt to book appointments with your preferred doctor, however if they are unavailable you will be offered an appointment with another doctor within the practice. If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each member.

**Long Appointments (20 mins or more)**

Please advise the receptionist in advance if you need a longer appointment (eg: Care Plans, Counselling, PAP smears, Antenatal check-up, Workers Compensation, Drivers Licence etc.). *Longer appointments are not allowed at the time of consultation if you booked for a standard appointment*. Doctor may ask you to make a longer appointment on another day.

**Emergency Appointments**

We will try to make ‘fit in’ appointments on the same day for all urgent matters eg: severe headaches, back aches, injuries and wounds, high fever & vomiting, acute paediatric medical conditions – high fever, vomiting, croup, asthma, drug reactions etc. You may be transferred through to nursing staff for further triaging depending on the nature of the urgency. For your safety, if you have a situation that is determined to be more serious or need more urgent attention than the practice can provide, you may be advised to call 000 or present to the nearest hospital emergency department.

On weekends, public holidays and after hours, you are advised to contact 000 for medical emergencies or the House Call Doctor on 13 55 66 for non-urgent matters.

**Walk-in appointments are accepted but triaged.**

**Late Appointments**

The doctors do strive to see patients as close to the booked appointment time as possible. Many times doctors may be running late due to various reasons. Our reception staff will endeavour to keep you as informed as possible. If your doctor is running late, you may choose to wait or reschedule to the next available appointment. If you start to feel severely unwell in the surgery or have any distressing symptoms please advise a staff member. Reception may involve nurse assistance depending on the situation.

Please feel free to phone prior to your appointment to check if your doctor is running late. Our staff will keep you informed of delays.

Please inform the reception staff if you are running late for your appointments. They will reschedule to another day or make appointment with next available doctor.

**Missed Appointments**

If you would like to cancel a scheduled appointment, you are advised to inform us at least 2 hours before the appointment. If you miss two appointments without cancellation, you will be charged a fee of $100. No further appointments will be booked until this invoice has been paid.

**CONSULTATION AND SERVICE FEES**

Grace Medical Skin and Vein Centre **IS NOT** a bulk billing practice. Bulk billing for General Practice patients is available only for permanent patients of Grace Medical Skin and Vein who have a current Concession Card or DVA Gold Card and permanent patients who are children up to age 16. Skin and Vein appointments are privately billed. All billing remains at the discretion of the treating doctor. Please check with reception for costs when you make appointments. Our standard service fees are displayed at the reception desk. You can discuss with your doctor about the gap fees for procedures.

**NURSING HOME & HOME VISITS**

Home Visits, Nursing Home visits and Retirement Village (Carlyle Garden) visits are available only for patients registered with Grace Family Practice or Grace Medical Skin and Vein Centre. These are to be booked with Grace Medical Skin and Vein Centre on 4152 8667.

In emergency situations, call 000.

**PATHOLOGY AND X-RAY RESULTS**

Doctors prefer to discuss results and reports in person at an appointment. For confidentiality reasons results will not be discussed with anybody other than the patient, carer or parent/guardian. Reception staff are never able to discuss the results of any test, over the phone or during face-to-face conversation. Only Doctors and nurses can advise you about your results. If your results are urgent the practice will endeavour to contact you for an appointment straight away and book you an appointment within 48 hours. We will try to contact you via your preferred contact number, however if we are unsuccessful a letter will be sent to your registered address. If you are not able to be contacted or fail to comply with appointments, the practice will not be responsible for any adverse outcomes.

Grace Medical Skin and Vein Centre does not accept delivery of any X-rays over the counter. It is the responsibility of the patient to collect their X-rays and make a review appointment with their Doctor.

**TELEPHONE CALLS AND TELEPHONE MEDICAL ADVICE**

We are unable to transfer requested phone calls through to doctors during consulting times. If the nature of the request is urgent, you may be transferred through to a nurse for advice. If the nature is of the request in non urgent, you can leave your details and a brief description of the reason for the requested call, which will then be passed on to the doctor concerned. This however, does not guarantee a phone call from the doctor. It will be up to the doctor if and when they return your call.

The practice prefers not to give any medical advice over the phone. However, if you call and ask for the advice of a nurse or doctor you may be asked to provide your contact details so that the relevant medical professional can call you back. Phone calls received by the practice that are deemed an emergency situation are often transferred to a nurse or doctor.

**INTERNET/EMAIL CONTACT**

The Practice has a web site **http://www.gracemedical.net.au/** and patients are welcome to visit the site for general information. The practice email address is ***office@gracemedical.net.au***.You are welcome to email your enquiries or suggestionsto improve our services.Emails are checked by ‘non-medical’ staff daily. We will try to reply your enquiries as early as possible.*No medical advice will be given through email due to confidentiality reasons.*

**PATIENT CONFIDENTIALITY**

To ensure the security of your medical details, all employees and contractors of Grace Medical Skin and Vein Centre are required to sign a confidentiality agreement, which survives the expiration of their contract of employment and is enforceable by law.

**PATIENT RIGHTS**

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| All patients of legal age have the rights to get information and make their own decisions to  choose appropriate health care. All patients have the the right to refuse treatment, but will have  the ultimate responsibility of the consequences.  **ZERO TOLERANCE FOR UNEXCEPTABLE BEHAVIOR**  Grace Medical Skin and Vein Centre is a place of respect for our doctors, staff and patients. Violent, aggressive or abusive behavior towards any member of our practice team or patients will NOT be tolerated. Any person found to be behaving in this way, will be removed from the practice and if deemed necessary, the police informed. Patients, who behave in a violent, aggressive or abusive way to practice staff or other patients on the premises, will be removed from the practice list with immediate effect and the incident will be reported. |

**RECALLS AND REMINDERS**

Management of Chronic Disease is necessary to minimise medications and hospital stays. Our clinic promotes preventive health care and may contact you for appointments on a regular basis to help you manage your chronic disease such as diabetes, asthma, cardiac conditions etc. All patients over the age of 75 years are encouraged to participate in an annual Health Assessment when contacted by the practice.

**National, State, Territory Reminder System.**

Our practice participates in National, State and Territory Reminder Systems. Please advise reception if you wish to opt out.

**SHARING OF PATIENT INFORMATION, ENGAGING WITH OTHER SERVICES AND REFERRALS**

A patient’s personal health information is only used and/or disclosed for purposes directly related to their health care and in ways that are consistent with patient’s expectations. In the interests of the highest quality and continuity of health care this may include sharing information with other health care providers involved in the patient’s care. Referrals and other communication containing patient information are sent to specialists and allied health professionals by fax or safe encrypted electronic form or by eHealth if patient is registered with myHealth Record.

In addition, there are circumstances when information has to be disclosed without patient consent, such as:

* Emergency situations
* By law, Doctors are sometimes required to disclose information for public interest reason, e.g. mandatory reporting of some communicable diseases.
* It may be necessary to disclose information about a patient to fulfil medical indemnity insurance obligations.
* Provision of information to Medicare or private health funds, if relevant, for billing and medical rebate purposes.

This practice submits patient data to various disease specific registers (cervical, breast, bowel screening etc) to assist with preventative health management. If you do not want to be placed on these registers, please speak with the doctor or nurse.

COMMUNICATION & INTERPRETER ASSISTANCE

If a patient is hearing impaired or deaf, they will be offered the assistance of an AUSLAN interpreter for their consultations. If a patient primarily speaks a language other than English and has difficulty communicating in English they will be offered the assistance of an interpreter (TIS-131 450)

**PATIENT FEEDBACK & COMPLAINTS**

We always value your feedback to improve our services. If you have any suggestions for improving our services, please email your valuable comments to ***office@gracemedical.net.au***. If you are unhappy with any aspect of the care you receive from this practice or any of the staff dealings including Doctors, nurses and reception staff, please talk to the Practice Manager. We believe that problems are best dealt within the practice. However, you may prefer to contact the Office of the Health Ombudsman, contact detail is: PO Box 13281 George Street, Brisbane Qld 4003. Ph: 133 646, Fax: (07) 3319 6350.

**Fee Schedule for Grace Medical GP Practice**

Following Patient Consultations are Bulk Billed-Exclusively for Grace Medical Practice Patient

* Pension Card/Health Care Card Holder
* Children below age 16 yrs
* DVA Card Holders
* Chronic Diseases Care Plans
* Follow up appointments all patients within 2 weeks
* CTG registered (Aboriginal & Torres Strait Islander) patients

As we are a DISCRETIONARY BULK-BILLING practice there may be an out of pocket fee for consultations. The fees are as follows.

**General Consultations for Permanent Patients**

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| Level A Consultation | $55.00 | Medicare Rebate: $17.50 |
| Level B Consultation | $75.00 | Medicare Rebate: $38.20 |
| Level C Consultation | $115.00 | Medicare Rebate: $73.95 |
| Level D Consultation | $145.00 | Medicare Rebate: $108.85 |

**General Consultations for Visiting/Casual Patients**

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| Level A Consultation | $65.00 | Medicare Rebate: $17.50 |
| Level B Consultation | $85.00 | Medicare Rebate: $38.20 |
| Level C Consultation | $125.00 | Medicare Rebate: $73.95 |
| Level D Consultation | $155.00 | Medicare Rebate: $108.85 |

**Fee Schedule for Grace Medical Skin Clinic**

As we are a NON BULK-BILLING practice there is an out of pocket fee for consultations.

The fees are as follows.

Practice Fee Schedule: Skin Consultations

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| Consultation/Procedure | Fee | Estimated Medicare Rebate | |
| Full Skin Check | $150 | $38.20 min | |
| Follow-up skin check | $75-$115 | $38.20 - $73.95 | |
| Spot Check | $75 | $38.20 | |
| Procedures | Dr to advise. Whole fee to be paid in full at time of procedure. Medicare rebate will depend on procedure performed. | | |
| Botox/Dysport  - on face only | Doctor to advise according to requirement | | No Medicare rebate. |