

# Surfers Health Medical Centre

Circle on Cavil  
Shop 27/3184 Surfers Paradise Boulevard  
Surfers Paradise QLD 4215  
Phone: (07) 5592 5999 Fax: (07) 5592 5988  
Email: info@surfershealth.com.au

## Hours:

Monday – Friday: 8.30am – 6.00pm  
Saturday: CLOSED  
Sunday 8.30am – 1pm

## PRACTICE INFORMATION SHEET

### SURFERS HEALTH DOCTORS

#### **Dr Mark Jeffery**

*Skin cancer, Skin Disorders,  
Cosmetic Medicine & General medicine  
Family Medicine, Children's Health  
Chronic Disease Management  
Laser Therapy  
Pain Management*

#### **Dr Rachel Adendorff**

*Skin Cancer, Skin Disorders  
Family Medicine, Children's Health  
General Medicine  
Women's Health, Antenatal Care  
Pap Smears, Mirena removal/insertion  
Travel Vaccinations  
Chronic Disease Management  
Dive Medicals  
Aviation Medicals  
Coal Mine Worker's Medicals*

#### **Dr Michael Shann Wilson**

*Family Medicine  
General Medicine  
Children's Health  
Chronic Disease Management  
GP Psychiatry  
Type 2 Diabetes*

### SURFERS HEALTH RECEPTIONISTS

*Tegan Bonner  
Julie Goble  
Miki Manson (Japanese Interpreter)*

### SURFERS HEALTH NURSE'S

**Pinal Patel RN**  
**Leah Welsh EEN**  
*Laser Therapy  
Chronic Disease Management  
Wound Management  
Travel Vaccinations  
Children Vaccination  
Health Assessments and Care Plans  
Antenatal care*

### SURFERS HEALTH MANAGERS

*Michelle Budwee*

**PATIENT CARE COMMITMENT:** We are committed to comprehensive general practice care to all individuals and families in this community.

**APPOINTMENTS** – Consultation with a Doctor/GP is by appointment. At the time of making your appointment, please advise the type of appointment that you require. 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 unnecessary delay in the waiting room.

### PRACTICE HOURS

|                  |                   |
|------------------|-------------------|
| Monday to Friday | 8.30 am to 6:00pm |
| Thursday         | 8.30am to 5.00pm  |
| Saturday         | CLOSED            |
| Sunday           | 8.30 am to 1:00pm |

**CANCELLATIONS** – If you need to cancel your appointment please contact us prior to your appointment.

- Online bookings – Cancel online if possible, if you are unable to cancel your appointment online, please phone the practice.
- Phone bookings – please phone the practice to advise.

**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.

**WAITING TIME** - We have several measures to assist in streamlining the waiting room and improving patient flow in our Medical Centre. Please advise the type of appointment eg: vaccination, allergy testing, Pap smear or procedure. Also if the Doctor or Nurse has advised you about getting something done at your next appointment, eg. breathing test or ECG. Please remind reception on arrival.

Every effort is made to keep to appointment times but this is sometimes not possible due to emergencies, walk-in patients or unexpected longer consultations. Long consultations are available on request so please tell our receptionists if your consultation is likely to be long (e.g. insurance medicals, postnatal checks, pap smears, counselling or excision of a mole) or if more than one member of the family is to be seen.

**BILLING POLICY-** To deliver and maintain the high quality of health care provided at Surfers Health Medical Centre, we are unable to bulk-bill all consultations. Payment is required at the time of consultation with either EFTPOS or cash. We do not accept cheques. A full list of fees is on display at reception. Details of specific consultation fees can be obtained from our Receptionists.

- \*In most cases we have a 1% surcharge on credit card payments.
- \*Antenatal & Pap smears are charged privately.

**NEW PATIENTS** - New Patients who hold a current Medicare card will be charged a \$75 Initial consultation fee with a Medicare rebate available. Our doctors can bulk bill at their discretion.

**OVERSEA'S VISITORS** - Patients who do not hold a current Medicare card and are visiting from Overseas a fee of \$85 will be charged for a standard consultation. Payment for our services are required at the time of consultation.

**PRACTICE BILLING POLICY:** - Bulk-billing is available for current Medicare card holders who also fall into the following criteria.

- Pension Card holders
- Health Care Card holders
- Commonwealth Seniors Health Card holders

**MEDICARE CLAIMS** – We offer immediate claiming on the same day as your appointment for valid Medicare card holders, if your bank details are registered with Medicare. Medicare Claim forms are available at reception if needed.

**HOME VISITS** – are done at the discretion of the Dr's. It is usually better if you are able to attend the surgery as this is better equipped for examination and treatment.

**AFTER HOURS** – If you require after hours medical attention afterhours please ring National Home Doctors service on 13 74 25. You can book an appointment online using our Health Engine online bookings system if it is suitable to wait until the following day. **For emergencies ring 000 or attend the closest hospital to you.**

**TELEPHONE CALLS** - Doctors are available to take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back as soon as they are able. The nurse can speak to you at this point to determine urgency. Although most problems are best dealt with in consultations, your doctor can be contacted in an emergency during normal surgery hours. We prefer to NOT give results over the phone for many reasons, your confidentiality being our uppermost concern.

**PROCEDURES** - The doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, treatment of simple fractures). Cryotherapy (for skin cancers and warts etc.), nebuliser, pap smears and resuscitation equipment are available. Antenatal, vaccinations, Commercial Drivers License, Pre Employment assessments, Insurance medicals can be completed by our GP's. A longer appointment time may be required for some procedures so please inform the receptionist when making your appointment.

**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 patients safety.

**INVESTIGATIONS-** The doctors in the practice can perform electrocardiograms (ECG), lung function testing, Hearing test screening, blood sugar testing, pregnancy tests, Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when needed.

**PATIENT TEST RESULTS** - Patients are required to return for a consultation to obtain test results. It is preferred to make an appointment with the doctor who ordered your tests. 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 and address details when booking or on settling your account.

**REPEAT PRESCRIPTIONS** – Scripts are sometimes written for a regular patient without an appointment but may incur a charge. Patient's are advised that their regular treating doctor must give consent first prior to any scripts being issued under this management.

**REFERRAL TO SPECIALISTS** – To ensure the best care, we like to discuss your condition before referring you to a specialist. You may request a particular specialist. Please note that we cannot by law back-date specialist referrals, so please ensure that you have a current referral before you see the specialist.

**PATIENT RECALL FOR PREVENTATIVE CARE** - To further improve our service to you, we have implemented a Patient Register for Preventative Activities. This is a Reminder/Recall System in which we contact the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram or Prostate examination etc.

Patients attending this practice will automatically be included on our Reminder/Recall Register. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be included. You will need to sign a form if so, for us to keep on record. We also offer the opportunity for patients to initiate these reminders/ recalls to be sent to them. Please speak to your doctor or nurse about arranging this. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times.

**CHRONIC DISEASE PREVENTION** - At Surfers Health Medical Centre we are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurse and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed. We can also offer cardiovascular risk and Diabetes risk assessments. Please look for these tools in the waiting area or ask at Reception. Once filled in please give this to your doctor or the nurse.

**HEALTH ASSESSMENTS-** For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Home assessments can be arranged. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which you may be at risk.

**TRANSFER OF MEDICAL RECORDS** - If you require a copy of your records to be sent elsewhere our practice sends a summary for free, but may charge up to \$50 for preparing complete records.

**DISABILITIES** - It is surgery policy 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. Wheelchair friendly practice.

**YOUR MEDICAL INFORMATION & YOUR PRIVACY** - All doctors at the practice use the computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Your medical record is a confidential document Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector.

If your request is reasonable a summary sheet will be made available for free but further information may incur a charge depending on amount of information to print. We have a Privacy Policy Brochure and a Written Practice Privacy Policy.

Our practice participates in national registries, such as the pap smear register and immunisation registers. If you do not wish us to share this specific information please let your doctor or nurse know.



We acknowledge the traditional custodians of the Gold Coast and surrounding areas. Our practice is participating in the 'Close the Gap' Government initiative. To allow us to tailor appropriate care and assist with this government health initiatives please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin



**COLLABORATIVES AND DIVISIONAL EVENTS** - Our practice is heavily involved in participating in National Collaboratives which help the Government provide feedback to other practices in regard to pooling of knowledge, expertise and resources.

**TRANSLATING AND INTERPRETER SERVICE AVAILABLE** – To help our GP's ensure they fully understand the nature of patients problems, and to ensure patients understand the outcome of their consultations, we can use an interpreter service when necessary. We have a Japanese speaking interpreter available at our medical clinic for overseas travellers. Either book through reception, or for more details ring 'Translating and Interpreting Service' on 131450.



**ACCREDITATION** – Accreditation is the process of measuring and ensuring quality in General Practice. Accreditation is based on standards developed by the Royal Australian College of General Practitioners and Government representatives. Accreditation is a sign of this practice's ongoing commitment to Quality Patient Care.

**PATIENT RIGHTS AND FEEDBACK** - We recognise that patients have certain rights and we will endeavour to support these rights. If you are 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, the Practice Manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact:

**Health Quality & Complaints Commission**  
Ph: 133 646  
[info@oho.qld](mailto:info@oho.qld)

