

Mapleton Medical Centre

*3 5 Obi Obi Road
Mapleton, Qld 4560
reception@mapletonmedical.com.au*

Welcome to the Practice

This clinic is committed to providing comprehensive general practice care to all individuals and families in this community. All patient consultations and medical records are strictly confidential, and we have a policy to protect patient privacy in compliance with the privacy legislation.

Doctors:

Dr Raewyn James
Dr Anjalika Monga
Dr Sophia Ahmed
Dr Deepak Doshi
Dr Birpreet S Dhaliwal
Dr Nidhi Doshi – Specialist

Our Doctors are vocationally registered with the Royal Australian College of General Practitioners which involves a commitment to ongoing medical education. Doctors of this practice encourage patients to participate in the vital decisions about their health and care.

Practice Nurses:

Piper Dutton (EN)
Jaspinder Kaur (RN)

Our Practice Nurses are registered with Australian Health Practitioners Regulation Agency and are here to assist our doctors and patients in procedures, immunisations and managing chronic disease.

Reception Staff:

Amarpal S Duggal (Practice Manager)
Shae Geritz
Jennifer Wallace

Hours:

We are open 7 days a week.
Monday – Thursday 8.30am to 5.00pm
Friday 8.30am to 4.00pm
Saturday – 08:30 am to 12:00
Sunday 08:30am – 11:00 am
Weekend hours are subject to change.
Google 'Mapleton Medical Centre' to see up to date opening hours.

ACCIDENT & EMERGENCIES –WE WILL ALWAYS MAKE TIME AVAILABLE FOR URGENT PROBLEMS – PLEASE PHONE THE SURGERY AND YOU WILL BE ADVISED OF THE APPROPRIATE ACTION

Please contact our staff if you have any questions about the practice.

IF YOU HAVE RECEIVED A NEW MEDICARE CARD OR ANY OF YOUR DETAILS HAVE CHANGED – PLEASE NOTIFY RECEPTION TO UPDATE OF YOUR HEALTH RECORDS & CONTACT DETAILS.

APPOINTMENTS -This surgery has an appointment system, normally 15 minutes, with the exception of emergencies. **If you require a longer consultation time for multiple or complex problems, a complete check-up or insurance medicals etc, please notify reception when making the appointment.** Every effort will be made to accommodate your preferred time, however at times the doctors may be running late due to emergencies or the unforeseen. The reception staff will try to contact you if there is an excessive delay but it may be useful to ring shortly before the appointment to check.

WALK IN APPOINTMENTS -We welcome walk in patients and may try accommodating them as per the available Doctor who can see them at that particular time.

HOME VISITS - Ring the surgery as early as possible if you feel a home visit is needed – it helps us plan the day. Please understand the doctors usually have full appointment lists during the day, so we will have to forward your request to the doctor, and they will assess the urgency.

FEES – A full Schedule of fees is on display at Reception, and a copy will be made available to you if you wish.

Weekdays

| | |
|----------------|----------|
| Normal Consult | \$75.00 |
| Long Consult | \$115.00 |

Weekend

| | |
|----------------|----------|
| Normal consult | \$94.00 |
| Long Consult | \$131.00 |

Gap fees for services may vary from \$10 to \$40 depending on the complexity of the consultation. Payment at the time of consultation is preferred, with cash, eftpos, visa, mastercard or cheque. By supplying us with your BSB and bank account number – Medicare can now refund you directly to your account within 2-3 days (If you are referred to a

specialist, they will have their own 'gap' fees. We suggest you ring the specialist's rooms for accurate details on these fees.)

SCRIPTS – Repeat prescriptions from your own doctor and/or medications recommended by your specialist WILL NOT be provided without consultation either with your own doctor or another within the practice. It is neither safe medical practice nor legally advisable. Prescriptions must be recorded in your records by a Doctor. **IF NO OTHER SERVICE IS PROVIDED AT THIS BRIEF CONSULT – ALL PATIENTS WILL BE BULK BILLED.**

REFERRALS – Repeat referrals cannot be provided without a brief consultation. If no other service is provided at this consultation, all patients will be bulk billed. If you need to see a specialist regarding a new problem, please make a normal appointment – this ensures that all referrals address the current medical status accurately. The practice will inform the specialist via faxing referrals at the time of the consult and will receive specialist notes via electronic downloads to uphold security and confidential standards.

TELEPHONE ACCESS – The Doctors will take telephone calls if the patient wants to have a word with the doctor during normal office hours if they are not with a patient, otherwise a message will be taken and given to the Doctor. **Your call will always be put through in an emergency or if you consider the matter to be urgent.**

TEST RESULTS – All test results are reviewed by your doctor. In order to ensure complete care, patients are asked to make an appointment to discuss results. Our policy is to ensure confidentiality at all times, therefore if the surgery telephones you and you are not at home, confidential information or anything to identify your attendance at the surgery will not be left on an answering machine or mobile phone. Ultimately, **it is the patient's responsibility** to contact the surgery for any pending results.

24 HOUR CARE – FOR AFTER HOURS –

For patients of Mapleton Medical Centre requiring after hours advice please call 131Health... on 13432584, or go to the Emergency Department at Nambour General Hospital, or call "000" if the nature of the sickness is serious or life threatening

INTERPRETER SERVICE – The medical practice provides for the communication needs of patients who are not proficient in the primary language of our clinical team and/or who have any communication impairment.

We arrange free translating service via TIS National Service: 13 14 50

MEDICAL RECORDS - If you would like a copy of your medical records sent from a previous doctor, please ask for an authority form to sign and we will arrange the transfer. All records are treated with the strictest confidentiality.

DISABILITY ACCESS- The patients have access to a Disability parking in front of the practice, there is also a Wheelchair for patients and a ramp for access for wheelchairs, for any help please call the practice for more information.

PREVENTATIVE HEALTH CARE - Please make an appointment with your doctor for any of the following or ask your doctor for any information regarding:-

- Vaccinations (travel, tetanus, polio, hepatitis etc),
- Influenza, Pneumovax or Childhood immunisations
- Aged Care Health Assessments, care plans or reviews
- Fasting cholesterol Test, Diabetes testing
- Smear test (pap smears), breast lump detection
- Skin cancer check
- Bowel Screening checks
- Prostate and testicular checks
- Blood pressure checks
- Asthma 3+ Plan
- ATSI Health Assessment

Our practice is committed to preventative health care. We send you a reminder notice (Letter/SMS) from time to time offering preventative health services appropriate to your care. If you do not wish to be part of this system please let us know.

YOUR PRIVACY - The Federal Privacy Act incorporates 10 National Principles (the NPPs) that set out the Rules for handling of personal information in the private sector. Our Privacy Policy complies with the NPPs.

SUGGESTIONS – We continually review surgery practices to ensure the needs of the community are being met. A suggestion box is placed in the waiting room .Many of the changes to our practice have arisen from suggestions made by our patients. Please feel free to talk to your doctor or reception staff about any concerns you that you may have. We believe that any concerns are best dealt with within the practice However, if we are unable to resolve your complaint to your satisfaction, you may wish to contact the Office of the Health Ombudsman, 400 George St, Brisbane City QLD 4000. Phone: 13 36 46