



**2/84 Poinciana Avenue
Tewantin, QLD 4565
Ph: 07 5313 3277
Fax: 07 5313 3266
Email: info@tewantinmedicalcentre.com.au**

General Practitioners

Dr Andrew Spall
Dr Cristiaan Lakemond
Dr Eve Bevan
Dr Patrick Tehan
Dr Gerald Busch

Registered Nurse

Hayley Davey
Clodagh Scott

Practice Manager

Lauren Spall

Medical Practice Assistant

Kate Arscott
Lauren Spall

Reception Patient Co-ordinators

Kate Arscott
Elle Rendell
Judith Schaefer

Practice Hours

Monday to Friday 8:00am – 5:00pm

Saturday 8:00am - 12.00pm

After Hours

Our surgery is open every day except Sundays and public holidays. However, if our surgery is closed, please phone Home Doctor Service on 137 425 (this is a fully accredited service that we have selected to use for our patients when we are closed). This organisation can facilitate a home visit to patients of our surgery.

For accidents or emergencies please proceed to Noosa Hospital Accident and Emergency, 111 Goodchap Street Noosaville Ph: 07 5455 9200 or call an Ambulance on 000.

Services available

General Practice – Antenatal shared care; Asthma management; Audiometry; Check-ups; Cosmetic medicine; Counselling; Diabetes Management; Driver's License Medicals (Private and Commercial); ECG; Family Planning; GP Management Plans; Health Assessments: Implanon insertion and removal; Insurance medicals; Minor surgery (Skin cancer removals); Paediatric and postnatal care; Pre-employment medicals; Sexual Health; Skin Cancer Checks; Spirometry; Travel Medicine; Vaccinations; Veteran Affairs Care: Weight Management; Work Cover.

Fees and billing arrangements:

Tewantin Medical Centre is a mixed billing practice.

Fees are payable at the time of consultation by cash, credit card & EFTPOS. The fee structure is displayed below.

Standard Consultation	< 20mins	\$ 69.00	(\$37.05 rebate)
Long Consultation	20 - < 40 mins	\$109.00	(\$71.70 rebate)
Prolonged consultation	40mins +	\$140.00	(\$105.55 rebate)

Please note that after the first consultation, we **bulk bill** patients who hold current identification to certify they are Pension card, health care card, DVA or children under 16 years of age.

The doctor may request other tests for you to undertake at the time of your consultation.

A full list of fees is available at reception.

Preventative Care

Tewantin Medical Centre has two Registered Nurses who specialise in preventative health care and chronic disease management. Our Doctors and Nurses are committed to promoting and providing strategies to protect your health. Where a patient is eligible under specific criteria, your doctor may offer you a GP Management Plan and / or Health Assessment as part of your care. Our practice focuses on Health Promotion and Preventative Services which will be offered with your consent via post, telephone or text message.

Reminder system:

Our new patient information will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor, nurse or reception staff know.

Privacy:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times. Tewantin Medical Centre is an accredited medical practice and acts in accordance with Privacy Act 1988 and the Australian Privacy Principals. Your personal information will only be used for the purpose for which it was collected or as otherwise permitted by law, and we respect your right to determine how your information is used and disclosed.

Information we collect may include: medical test results, consultation notes, Medicare details and specialist correspondence. This information may be disclosed by the practice for the following purposes: administration, billing, recall reminders, disclosure to others involved in your health care, medical teaching & research (de-identified data) & to comply with any legislative requirements (eg notifiable diseases).

Transfer of patient health records to another practice:

Upon receipt of a formal request for transfer to another Doctor, we will prepare and send a concise health summary along with copies of any relevant results and documents.

Home and other visits:

We prefer to examine patients at the surgery where full diagnostic and treatment facilities are accessible. Home and Nursing Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery by special arrangement.

Telephone access:

Incoming telephone calls to the doctors are restricted to matters of medical urgency. GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and your call will be returned as soon as is practicable. Your call will always be put through to the GP in an emergency.

Pathology tests and investigations:

All incoming pathology and radiology results and specialists letters are reviewed by Doctors. Please make an appointment to obtain results and to plan further follow-up care. Our reception staff *cannot* provide patients with medical results.

Referrals and repeat prescriptions:

In the best interests of your health, please make an appointment in anticipation of renewing prescriptions or a referral to a specialist consultant. If you find yourself caught short, a brief 'fitted-in' appointment will be arranged.

Appointments:

Please ring **(07) 5313 3277** for an appointment. Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionist if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

Demands on the Doctors time within each consultation and the need to see urgent cases as they occur may cause delays. Our Reception staff will endeavour to inform you of any delay when you arrive. You are most welcome to call prior to your departure for your appointment to check whether the Doctor is running on schedule.

If you are not able to keep your intended appointment time, please phone our receptionist to arrange another time that is more suitable to your needs. Preferably give at least 24 hour notice so that the appointment time can be offered to another patient.

Feedback is welcomed

We take your compliments, concerns, suggestions and complaints seriously. If you are happy with the care we provide at Tewanin Medical Centre please tell your friends and family about us because we value your personal recommendation. If at any time you experience any problems or difficulties with regards to this practice, please request to speak with our Practice Manager or talk with your Doctor about your concerns.