



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

General Practitioners

Dr Andrew Spall
Dr Cristiaan Lakemond
Dr Eve Bevan
Dr Nandini Prasad
Dr Lawrence Ling

Psychologist

Suzie Endrey

Registered Nurses

Hayley
Kristi
Laura
Judith

Practice Manager

Lauren

Medical Receptionist

Harmony
Kimberley
Kate
Ashley
Kylie

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. For any serious accidents or emergencies please proceed to Noosa Hospital Accident and Emergency, 111 Goodchap Street Noosaville (Ph: 07 5455 9200). Home visits can be arranged where medically necessary but need to be arranged during normal business hours.

Please call 000 in the event of an emergency.

Appointments

Our surgery operates on an appointment system. Please ring **(07) 5313 3277** for an appointment or book online at www.hotdoc.com.au. We can also arrange an appointment via email: info@tewantinmedicalcentre.com.au.

A standard consultation is scheduled for 15 minutes which will usually be adequate to deal with most health issues. Please advise reception staff if you require a longer consultation or if you are making an appointment for employment or insurance medicals, procedures or complex/multiple medical problems.

If you or a family member require an interpreter service, we can organise this for you. Please let us know when you make the appointment. (Telephone Interpreter Service: 1300 131 450)

Every effort will be made to accommodate your preferred time. However, emergencies will always be given priority.

Your understanding is appreciated as 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 reception staff 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.

Services available

- Asthma Management
- Woman's Health
- Men's Health
- Travel Medicine (including vaccines)
- Mental Health
- Pre-Employment Medicals (including audiometry, urine drug screening)
- GP Management Plans (including Team Care Arrangements, Mental Health Plans, Health Assessments)
- Diabetes Management
- Implanon Insertion and Removal
- Children's Health & Immunisations
- Driver's Licence Medicals (Commercial and Private)
- Skin Cancer Checks
- Cosmetic Medicine
- Antenatal Shared Care
- Dive Medicals
- Work Cover
- DVA Services

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	Private (no concession)	\$83.00	\$43.90 out of pocket
	Health Care Card Holders	\$58.00	\$18.90 out of pocket
Long Consultation 20 - < 40 mins	Private (no concession)	\$123.00	\$47.25 out of pocket
	Health Care Card Holders	\$95.00	\$19.25 out of pocket
Prolonged Consultation 40mins +	Private (no concession)	\$158.00	\$46.50 out of pocket
	Health Care Card Holders	\$135.00	\$23.50 out of pocket

Please note that the first consultation for **every new patient will be charged at the full private (no concession) rate.**

Following the first consultation we will **bulk bill** patients who hold current identification to certify they are Pension card holders, DVA or children under 16 years of age. Selected Nurse Appointments including Care Plans and Immunisations will also be bulk billed.

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.

Sickness Certificates

A medical certificate can only be issued after an examination by a doctor. Please organise an appointment with our reception staff.

Reminder system

It is important for you to keep our records of your current address and details updated at all times, therefore the reception staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail or telephone offering you an appointment in relation to preventative healthcare. Our surgery has a recall system in place and doctors participate in National and State registered programmes such as Cervical Screening, Breast Screening and Bowel Cancer Registers. If you do not wish to be part of this system or prefer to opt out of these registries, please advise your doctor, nurse, or reception staff.

Health Promotion & Preventative Services

Tewantin Medical Centre have Registered Nurses who specialise in preventative health care and chronic disease management. Where opportunities exist, we also coordinate with other health professionals and key agencies to achieve health promotion and preventative care objectives.

Our doctors and nurses are committed to promoting and providing strategies to protect your health and where appropriate will utilise GP Management Plans and/or a Team Care Arrangements, Health Assessments, and computer-based reminder system to coordinate planned investigations and review appointments.

Privacy

Your medical record is a confidential document. It is the policy of Tewantin Medical Centre to maintain security of personal health information at all times. Tewantin Medical Centre is an accredited medical practice and acts in accordance with the Australian Privacy Principals. However, some medical information may be forwarded to other medical organisations such as the National Immunisation Register; this is normal practice and is only for the benefit of patient health. Should you require further details please speak to the Practice Manager.

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.

Pathology tests and investigations

All incoming pathology, histopathology, radiology results and specialists' letters are reviewed by the Doctors. Please make an appointment to obtain results and to plan further follow-up care. Our reception staff cannot access information about medical results and therefore will not be able to provide patients with these on request.

Allied Health Providers - Referrals and other services

Tewantin Medical Centre has an up-to-date computerised directory of local allied health providers, community and social services and local specialists to assist when choosing practitioners to facilitate optimal patient care. This information includes different referral arrangements and how to engage with these providers to plan and facilitate care. We use a secure and encrypted service, 'Medical Objects', approved by Royal Australian College of General Practitioners to send referral information.

Repeat prescriptions

We would ask that you attend your doctor to receive further prescriptions for your medications.

Feedback / Complaints

We take your compliments, concerns, suggestions, and complaints seriously.

If at any time you experience any problems or difficulties with regards to this practice, we request that you contact us in writing and send your letter to PO BOX 357 Tewantin QLD. Please direct your letter to your Doctor or the Practice Manager. If you have a problem that you feel we cannot address please refer to OHO – Office of the Health Ombudsman, PO Box 13281, George Street, Brisbane Qld 4003.

