



*2/84 Poinciana Avenue  
Tewantin, QLD 4565  
Ph: 07 5313 3277  
Fax: 07 5313 3266 / 5354 6336  
[www.tewantinmedicalcentre.com.au](http://www.tewantinmedicalcentre.com.au)*

**General Practitioners**

Dr Andrew Spall  
Dr Cristiaan Lakemond  
Dr Eve Bevan  
Dr Tess Connon  
Dr Heather Eribo  
Dr Patrick Tehan

**Registered Nurses**

Hayley  
Laura  
Kristi  
Jacqui

**Enrolled Nurse**

Kayla

**Practice Manager**

Kylie

**Medical Practice Assistant**

Lauren

**Reception Patient Co-ordinators**

Harmony  
Kimberley  
Kate  
Kylie  
Ashley

**Practice Hours**

Monday to Friday 8:00am – 5:00pm

**After Hours**

Our surgery is open weekdays only. For accidents or emergencies please proceed to Noosa Hospital, 111 Goodchap Street Noosaville (Ph: 07 5455 9200) or phone 000.

An afterhours GP service is provided by the National Home Doctor Service. To access this service provided weeknights, weekends and public holidays, please phone 13 7425 (13SICK).



## Appointments

Our surgery operates using an appointment system. Please phone **(07) 5313 3277** for an appointment or book via our website: <https://tewantinmedicalcentre.com.au/online-appointment/>

A standard consultation is scheduled every 15 minutes which should be adequate to deal with one to two 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 requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

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. Please give us as much notice as possible, so we can allocate that appointment time to another patient.

## Services available

General Practice – Family Medicine, Skin cancer checks, Cosmetic Medicine, Driving medicals (Commercial and Private), Asthma & Diabetes Care, Travel Medicine, Employment & Insurance Medicals, Children's Health & Immunisations.

## Fees and billing arrangements

For the past 9 years, Tewantin Medical Centre has incurred the cost of continuing to bulk bill patients who hold concession cards despite the Medicare rebate failing to keep up with inflation. From July 11 2022, Tewantin Medical Centre will become a private billing practice. Fees are payable at the time of consultation by cash, credit card & EFTPOS. The fee structure is displayed below.

Appointment	Patient	Fee	Medicare Rebate	Out of Pocket
Standard	Private / Commonwealth Seniors Card	\$89	\$39.75	\$49.25
	Health Care Card / Pension Card	\$59.75	\$39.75	\$20
Long Consultation	Private / Commonwealth Seniors Card	\$126	\$76.95	\$49.05
	Health Care Card / Pension Card	\$96.95	\$76.95	\$20

## Medical Certificates

A medical certificate is a legal document and 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 screen

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 the Practice Manager or your GP.



### **Health Promotion & Preventative Services**

Tewantin Medical Centre has two 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. Please advise us if you wish to opt out of this service.

### **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. If specific documents are required, please advise via this request.

### **Home and other visits**

Unfortunately, due to limited General Practitioner availability, we are unable to offer home and nursing home visits at this time.

### **Telephone access**

Incoming telephone calls to the doctors are restricted to matters of medical urgency. Where possible, a telephone / telehealth appointment may be scheduled if the issue is of a non-urgent nature and you are unable to attend the practice due to Covid-19 or Cold and flu like symptoms.

### **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.

### **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 also local specialists to assist when choosing practitioners to facilitate optimal patient care. This information includes different referral arrangements and how to engage with these provides to plan and facilitate care. We use a security encrypted service 'Medical Objects' approved by Royal Australian College of General Practitioners.

### **Repeat prescriptions**

We would ask that you attend your doctor in order to receive further prescriptions for your medications to enable accurate medication reviews to take place and to ensure best practice and quality of care.

### **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 telephone or 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, Kylie Brownrigg. However, 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.