

## PATIENT INFORMATION BOOKLET

### **Scripts and referrals**

Requests for scripts and referrals will not be taken over the phone. Please make an appointment with your doctor.

### **Telephone access**

GP's in the practice may be contacted during opening hours. A message will be taken and forwarded to the doctor. Doctors cannot be interrupted during consultations therefore patient calls will not be put through to the doctor. Reception staff may contact you at the doctor's request.

### **Mobile phones:**

Please switch your phone off while in the waiting room and in consultation with your doctor.

### **Privacy of information:**

Your personal information is treated with the utmost respect. Upon your first visit to the center, you will be asked to fill in a registration form and provide some previous history for the doctor. If a medical report or a copy of your patient file is requested at any stage by a Life Insurance company, lawyers or insurance company it will only be released if accompanied by Request to Release Information form signed by you. Our privacy policy is available on request.

### **Feedback and Complaints:**

We pride ourselves on providing a friendly and efficient center, so if you have any suggestions on anything that you feel we could improve, please let us know.

If you have any complaints, please ask to see or write a letter to the Practice Manager.

We feel that it is equally important to tell us when you are unhappy about something as it is to receive compliments.

### **Office of the Health Ombudsman**

PO Box 13281 George St  
BRISBANE QLD 4003

Phone: 133646 Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)



WOMENS HEALTH



CHILDRENS HEALTH



MENS HEALTH



AGED CARE



MENTAL HEALTH



HEALTH ASSESSMENT

### **Welcome**

Please take the time to read our patient information brochure aimed to familiarize you with the policies of our center.

### **Our Doctors**

**Dr. Ajay Kuriakose** - M.B.B.S. (Principal Doctor) |

**Dr. Sinisa (Mike) Pazanin** - M.B. chB, FRACGP |

**Dr Yu Yu Khaing** - M.B.B.S, FRACGP |

**Dr. Gary Jones** - M.B. Bch, FRACGP

**Dr Kirsty Torson** - M.B.B.S, FRACGP

**Dr Sandra Miles** - M.B.B.S, FRACGP

**Surgery Hours** Monday to Friday 8:00am – 5:00pm & Saturday 8:30am – 12:00pm

We are closed on Sundays and Public Holidays. After hours needs are provided by [National Home Doctor Services](#).

To request a booking for an after-hours doctor home visit, call 13 7425.

### ***Our Staff***

Courtney - Registered Nurse		Jessie - EEN
Megan - EEN		Sharon - Practice Manager
Michelle - Reception		Mary - Reception

### ***Centre Hours***

Appointments are taken from 8.00am to 5.00pm Monday to Friday and from 8.30am to 12.00pm Saturday.

### ***After Hours***

When our center is not open your call will be diverted to National Home Doctor Service Ph 137425. Your regular doctor will receive a written summary of the afterhours consultation.

### ***Billing policy:***

Consultation fee of \$85 applies to overseas visitors.

New patient fees are \$110.00. We are a mixed billing practice and private fees are charged for subsequent visits. We will bulk bill upon presentation of a **current pension/concession card** and children 12 years and under.

Private skin check fee of \$110.00. Concession card holders will be bulk billed.

Please note that pre-employment, life insurance, and driving medicals (e.g. Taxi licenses) are not covered under Medicare. Please advise reception if your appointment is for this purpose and we will advise you of the cost.

### ***Interpreter and Other Communication Services***

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

Our practice has a list of contact details for interpreter and other communication services including the Translating and Interpreter Service.

### ***Appointments:***

It is essential to make an appointment to see your doctor a couple of days in advance if possible. Our consultations are 10 minutes, if you require a long consultation, please advise reception when you are making your appointment.

Phone appointments are available to eligible patients.

Emergencies will be dealt with immediately and this may put your appointment behind schedule. If this is the case reception will keep you informed on the expected time delay.

Patients with an appointment have priority and if you arrive at the center without an appointment (and it is not an emergency) we will advise you of the expected time until you can be seen or alternatively you will be offered the next available appointment.

### ***Home Visits***

Regular patients of our practice are able to obtain visits from a GP (where such visits are safe and reasonable) in their home, residential aged care facility or residential care facility within normal opening hours. Patients are advised to contact Home Doctor Service for home visits afterhours.

**Surgery Hours** Monday to Friday 8:00am – 5:00pm & Saturday 8:30am – 12:00pm

We are closed on Sundays and Public Holidays. After hours needs are provided by [National Home Doctor Services](#).  
To request a booking for an after-hours doctor home visit, call 13 7425.

**Address** 174 Galleon Way, Currumbin QLD 4223 **Phone** (07) 5593 9277 **Online** [GalleonWayMedical.com.au](http://GalleonWayMedical.com.au)

**Test Results**

Please make a return appointment 4 days after your doctor has sent you for any tests for the results. Under the Privacy Act and Policies of our center no results are given over the telephone.

**Recalls / Reminders**

The practice has a recall / reminder system all patients are invited to participate, this helps with keeping a check on patient follow ups.

See notices located in reception and Doctors rooms for details.

The practice gives patients sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments, to enable patients to make informed decisions about their health.

The practice engages with a range of health, community and disability services to plan and facilitate optimal patient care.

**Communication/Email Policy**

The practice communicates with patients by phone. We do not encourage patients to communicate by email.

**Surgery Hours** Monday to Friday 8:00am – 5:00pm & Saturday 8:30am – 12:00pm

We are closed on Sundays and Public Holidays. After hours needs are provided by [National Home Doctor Services](#).  
To request a booking for an after-hours doctor home visit, call 13 7425.

**Address** 174 Galleon Way, Currumbin QLD 4223 **Phone** (07) 5593 9277 **Online** [GalleonWayMedical.com.au](http://GalleonWayMedical.com.au)