



PRACTICE INFORMATION

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Welcome to GCMP

Thank you for registering with **Gold Coast Medical Precinct – Varsity Lakes**.

We treat all our patients with the utmost respect and care. It is our ongoing aim to provide exceptional healthcare services to you and your family, and to help you achieve and maintain your optimum health.

We strive to provide you with all the information and resources you need to fully understand your health issues and take steps towards a healthier lifestyle.

As a general practice, we offer a suite of healthcare services and are well-equipped to assist you with your health needs, whatever they may be. We provide the flexibility for you to choose your preferred treatments, and our guidance and information will always assist you to make informed decisions when it comes to managing your health.

We look forward to forming a lasting relationship with you as we provide you with the best healthcare services possible.

~ Gold Coast Medical Precinct – Varsity Lakes

*Looking for a practice that has
experienced doctors, caring
staff and a commitment to
providing outstanding healthcare?*



*We have all the
necessary koalifications.*

Practice Principles

The practice and its doctors are bound by their insurance and Medicare regulations. We will try to help you as much as we can, but violating these regulations could cost the doctor and the practice its registration, so we ask you to respect our limitations. The doctors are unable to provide the following without a consultation in person:

- Any referrals
- Any scripts (in particular, the practice and the doctors do not prescribe any benzodiazepines and narcotics if not initiated by our doctors)
- Any Care Plans
- Any sort of advice; they can give directions but are unable to make a diagnosis over the phone or plan management for your illnesses. They cannot treat you without seeing you.
- Any scripts or referrals or advice on behalf of someone else
- Any type of report/WorkCover certificate if they have not seen you for that particular problem, or if they feel unsure/not confident about the validity of the request.

Our doctors cannot backdate your medical certificate. If you require a medical certificate, you must see the doctor at the time you are sick (this could include an emergency or after hours doctor, if necessary).

They cannot do things on demand, as they may have emergencies, be running late with patients, or be caught up with urgent work. Making an appointment is always your best option.

They cannot bulk bill for work-related problems or insurance-related conditions or forms.

Our doctors do not take any responsibility for your management care prior to you attending them. They will refer to your previous medical records for management of care; however, they do not take any responsibility for the contents and management of your illnesses with your previous doctors.

We are happy to take your calls, however, we are not always able to answer immediately as, when you call, we may be attending an emergency or in a consultation. Please leave a clear, detailed message regarding your call so that we can prioritise your call and return to you as soon as we can.

The practice requires all Medicare information for your registration before our doctors can see you (except in an extreme medical emergency), including a form of ID for all new patients.

Our Mission

Our medical and non-medical staff are dedicated to a common goal: improving the health and wellbeing of all our patients. The **GCMP** team aims to provide medical services that are affordable, efficient, evidence-based, and delivered with genuine care to all individual patients, their families, and the wider community.

To achieve this, **GCMP** strives to uphold these seven core commitments:

-  Practising safe medicine and delivering lasting healthcare services that enrich the lives of our patients and make a positive social impact on the community.
-  Providing screening, detection, and prevention of diseases wherever possible and within the guidelines set by the RACGP and Department of Health Services.
-  Helping reduce the wait times and the burden of the emergency services at hospitals by providing acute care and after hours services to all our patients.
-  Respecting and treating all our clients equally, regardless of their personal histories, cultural differences or social backgrounds.
-  Facilitating and coordinating services with specialists – Allied Health services and further general practitioners in hospitals and around the community, in both the private and public sectors, in order to ensure patients receive the most appropriate treatment.
-  Delivering our services in a timely manner and providing ongoing care for all our patients in order to develop strong relationships and build trust.
-  Educating all our junior colleagues, medical students, and patients, while also investing in continual medical education and training for our doctors and staff.

GCMP is committed to assisting our patients and their families through every stage of their lives. By aligning ourselves constantly with our core commitments, we achieve our mission of bettering the health and wellbeing of our patients.

Our Staff



Dr Arvinder Joshi

Dr Arvinder Joshi is the man behind coining the concept of Prime Medicals and Sehar Medical Trust. He is the one who is having a innate business sense and he has an exceptional pace of decision making. It is he who amalgamated the same minded entrepreneurs to give an implementable shape to his idea. As always innovative people needs implementors to implement their ideas thus there were three entrepreneurs who bolstered his idea and Prime Medicals was structured.

Dr. Arvinder Joshi by profession is a surgeon , in his 18 years of experience he has performed thousands of surgeries thus benefitting so many patients. He has extensively served in India and moved to Australia in 2012 and in 2015 established an organisation Prime Medicals .With this he has embarked his journey as an entrepreneur.



Dr Rupa Sehgal

Dr Rupa has MBBS and Diploma in anesthesia from Rajindra medical college patiala and Dayanand Medical College Ludhiana respectively. Practiced for 9 years in Chandigarh (India) at a multispeciality (800 bed) hospital as anesthetist and general practitioner.

Migrated to Australia in 2012 and completed her fellowship with Royal Australian College of General Practitioners. She has been working as a GP at Griffith Oxley clinic sine August 2012. Dr Rupa has a special interest in womens and childrens health; she will also provide a range of services including: pap-smears, implanon implant procedure and removal, mirena insertions and removal, baby health checks, general health checks, skin cancer checks and related procedures such as excisions and biopsy, immunizations and many more.



Dr Pankaj Kothari

Dr Pankaj Kothari is an experienced General Practitioner with a background in women's health, having worked as an MD in obstetrics and gynaecology for 15 years and having delivered over 3,000 babies. He practised as a GP in Adelaide for 8 years prior to relocating to **GCMP** in 2013.

Dr Kothari has a keen interest in women's health, men's health, surgical procedures, and chronic disease management.

When he's not working, Dr Kothari likes to spend quality time with his wife Archana and daughter Anushka. Dr Kothari loves to travel and has a rich understanding of various cultures. He is presently looking at updating his skills in the field of skin cancer.

Our Staff (cont.)



Dr Sajjad Haider

Dr Sajjad Haider is an experienced General Practitioner (GP). He has practiced as a GP in Emerald, QLD for 7 years prior to relocating to GCMP in 2015. Dr Haider has keen interest in Men's, Women's, and Children's Health, Travel Medicine, Cross Cultural Mental Health, Skin Cancer Diagnostics, and Chronic Disease Management.

Besides his main interest in General Practice he is appointed as a DAME (Designated Aviation Medical Examiner) and also has vast experience in Occupational Medicine including; Pre-employment Medicals, Coal Board Medicals, Commercial and Dangerous Goods Driving license Medicals, and Work Cover. When he is not working he loves to travel, drive, and enjoys water sports with his two boys, and his wife who is also a GP.



Dr Vijaya Lakshmi Chetty

Dr Chetty is an experienced General Practitioner with a background in women's health, children's health, and skin cancer. She has worked for over 25 years in India, Fiji, New Zealand and Australia. She is a 3rd generation Indian raised in Fiji. She received her Medical Degree from India in 1985, has had her own practices in Cloncurry and Robina, and has worked at **GCMP** since 2012.

Dr Chetty has a keen interest in women's health, mental health, surgical procedures, chronic disease management. In her (very rare) non-working hours, Dr Chetty likes to relax and write. Dr Chetty herself has two loving children, Hari and Koshaliya. Dr Chetty is a world traveller with an understanding of various cultural practices and differences.



Dr Praveen Athota

Dr Praveen Athota provides caring, efficient and accessible opportunity to receive early detection of suspected skin cancer lesions through complete skin checks, skin cancer diagnosis, skin cancer treatment options and skin cancer prevention. He also provides advice on general dermatology conditions and treatments.

He has gained knowledge and experience through "Diploma in Practical Dermatology" in the UK and working as a General Practitioner with special interest in Dermatology for over 6 years in the UK before moving to Australia in 2014. He has taken up further advanced training in skin cancer through SCCA (Skin Cancer College of Australasia) and attained qualifications in Skin Cancer Medicine & Surgery and dermoscopy. He has attended Advanced Skin Cancer Surgery Workshop, progressing towards Diploma in Skin Cancer Medicine & Surgery and Diploma in Dermoscopy.

Our Staff (cont.)

Dr Subhadra Rani Putta

Dr Subhadra Rani Putta, Ph. D (Mental Health) is a highly qualified mental health clinician with extensive clinical experience and specialist knowledge in working with children, young people, adults and older persons. She offers high quality focused psychological services for a range of emotional, behavioural, adjustment, relationship and mental health problems.

Dr Putta's professional expertise includes CBT, DBT, IPT, ACT, SFBT and Grief Therapy. She provides individual and family therapy and has over 25 long years of work experience in both the public health system and in private practice. She has extensive cross-cultural clinical mental health experience and is highly committed to high standard quality care. Dr Putta is also a registered ATAPS Mental Health Provider.



Colin Desforges

Colin is a psychologist with an extensive mental health employment history having worked in both private and public hospital systems, community mental health services and private practice for nearly 20 years. Colin brings a strong focus on positive psychology utilising cognitive behavioural therapy (CBT) and interpersonal therapy (IPT) in finding solutions to day to day problems and creating a more vibrant, mental health state.

"My personal philosophy is to empower the individual by building healthier relationships in work and play and adopting a strengths model of recovery through existing personal attributes in order to enable the individual to lead a life of dignity, respect and wellbeing".

GCMP Team

Owner: **Dr Arvinder Joshi**

Doctors: **Dr Rupa Sehgal, Dr Pankaj Kothari, Dr Sajjad Haider, Dr Vijaya L Chetty, Dr Praveen Athota**

Allied Services **Dr Subhadra Rani Putta & Colin Desforges**

Practice Manager: **Meenakshi Gaiind**

Nurses: **Bella De Los Reyes**

Pathology: **QML**

Opening Hours

Monday to Friday
8.00am to 7.00pm

Saturday
1.00 pm to 5.00pm

Sundays & Public Holidays*
8.30am to 1.00pm
**Closed on Christmas Day*

After Hours
Monday to Friday
6.00pm to 7.00pm

We have open appointment slots for emergencies and walk-ins. If your need is not urgent, you may have to wait your turn. Emergencies will be seen straight away.

If you need assistance outside of our operating hours, please call:

Gold Coast University Hospital: 1300 744 284

Robina Hospital: 07 5668 6000

Chevron After Hours: 07 5532 8666

National Doctors Home Service: 137 425



Our Location and Parking

Our practice is located in the heart of Varsity Lakes, just a brief walk from Market Square or Bond University.

Car parks are available on either side of the road directly outside the practice. However, these are only 20-minute parking spaces so may not be suitable. If you park here for longer than 20 minutes, you risk receiving a parking ticket. *(This is the area in red.)*

Free car parks (both nose-in and parallel) are available adjacent to the oval ground on either side of the road, and this is where we recommend parking for your appointments. *(This is the area in green.)*

Free car parks are also available in the basement underneath CBD Hotel and behind the surgery, but these have limited availability and will often be full.



Registration

When you register with **GCMP**, we will ask you for:

- Your Medicare Card
- Your Pension Card (if applicable)
- Your Healthcare Card (if applicable)
- Some form of ID (e.g. Driver's Licence)
- Your OHSC Card (if applicable)
- Your Student ID (if applicable)

All cards and ID must be current and valid.

GCMP has an annual \$20.00 registration fee for each patient. It is \$10.00 for students and kids under the age of 16 as well as pensioners. This fee allows us to cover administration costs and is minimal compared to administration fees elsewhere.

Fees

The overheads of any medical practice are substantial. Doctors are well-trained professionals who are in high demand. Medical supplies and equipment, staff salaries, computers, and the day-to-day costs of running a practice make it a complex and expensive operation.

GCMP bulkbills when and wherever possible for eligible services and for people with valid **Medicare** cards. This is because we understand that we all face economic and financial difficulties and that living costs are high enough without doctors' bills. However, we also recognise that **you can't put a monetary value on good health**; without it, we restrict our own lives and the wellbeing of our families.

For patients who do not have an eligible **Medicare** card, there is a \$60 basic consultancy fee, which may increase depending on what is required. Your doctor will advise you of any costs before proceeding with any service that will incur an additional fee. There are also costs for any scripts, pathology tests, and imaging services that you might be requested to attend to.

Our practice income from each consultation is **\$37.05**, which is less than you would expect for a **high class medical clinic** with **modern equipment** and **excellent staff**. With this in mind, we do charge certain fees, such as our \$20.00 annual registration fee, in order to help us continue running our practice and **serve you and our other patients** as effectively as possible.

We also direct bill OSHC cardholders (**Allianz Insurance**) for all overseas visitors and students.

Facility Fees

For major procedures, **GCMP** has a \$100.00 Mirena/IUD Insertion Fee. The procedures themselves, as well as care after the procedure, will be bulkbilled for **Medicare** cardholders. Your doctor will advise you if there is a facility fee for any procedure he/she is performing. There is only one facility fee for each procedure and minor procedures will not incur a facility fee.

WorkCover

Medicare does not cover work-related doctors' expenses. You will be billed for these services and you can claim the money back through **WorkCover**. Case Conference and **WorkCover** reports will be requested directly by and billed to **WorkCover**. **In case you don't have a claim number, you will have to pay upfront.**

Fees (cont.)

Driver's Licence Assessments

There is a fee for commercial driver's licences assessments, as these are not covered by **Medicare**. Fees for these can range from \$120.00 to \$150.00.

However, **Medicare** will cover a 'fitness to drive' exam if you are over 75 or suffering from a medical condition that might affect your ability to drive (e.g. epilepsy, diabetes, stroke, Parkinson's disease, heart conditions, and other injuries).

Please note that all patients with chronic medical conditions, particularly diabetes, must have their eyes tested and form completed, as well as a blood test within the last 6 months. Your doctor cannot take responsibility if you do not have the required, up-to-date information for the full assessment of your fitness to drive.

Please collect the required form from **QLD Transport**, complete your section, attend an eye test with your optometrist, and then see your doctor for the assessment. If your blood tests are current, they will then complete the form; if not, you will need to come back after undergoing a blood test. In some cases, you may require a specialist referral and clearance.

Please do not leave your assessment to the last minute. Make sure to plan for your fitness to drive assessment **at least 2 weeks prior** to your licence's expiry date.

Medicals

Health checks are covered by **Medicare** for those aged 45-49 and over 75.

All other health checks, including pre-employment medicals, will incur a fee depending upon the complexity of the examination and the requirements of the employer (for pre-employment medicals). You must bring the pre-employment forms from your employer, which will explain to the doctor the type of work you have been selected for, your job description, and the employer's requirements.

You will be responsible for the fees, which must be paid on the day of the examination and can range from \$150.00 to \$300.00. You may be able to claim these fees from your employer. There will be additional charges if your employer requires extra investigations (e.g. ECG, lung function tests, or drug screenings).



Fees (cont.)

Vaccines

Only childhood vaccines and tetanus shots are covered by the government.

Fluvax is free for patients who have chronic diseases, are pregnant, or are over 65.

All travel vaccinations will incur a cost.

GCMP has a stock of vaccines. If your vaccine is not available, we will give you a script. Please ensure that you bring the vaccine straight to the surgery after purchase to avoid breaches due to cold chain or temperature. **GCMP** does not take any responsibility for vaccines purchased outside our practice.

After Hours Services

All consultations conducted after hours will be bulkbilled to all eligible patients.

Fees (cont.)

GCMP Fees Schedule 2017

If you have a valid **Medicare** card, your consultation will be bulkbilled. Some procedures are also bulkbilled, though a small facility fee may be applicable. Vaccinations cannot be bulkbilled, with the exception of childhood immunisations and government-funded vaccines such as Fluvax.

WorkCover consultations, insurance reports, and **WorkCover** reports must be paid and then claimed through **WorkCover** or your insurance provider. Any insurance forms/medical forms/copies of medical records that need to be completed by your doctor for the purposes of a third party will incur a fee as listed below.

OSHC cardholders must enquire with their insurance provider to confirm whether or not specific procedures/counselling/pathology and imaging services are covered by their policy. We can only confirm that **consultations** are covered.

The following fees apply to all patients who do not have a valid Medicare card.

Description	Item Number	Private Fees	Notes
Brief Consultation – Level A	3	\$30	
Standard Consultation – Level B	23	\$60	
Long Consultation – Level C	36	\$90	
Prolonged Consultation – Level D	44	\$110	
After Hours – Level B	5020	\$60	
After Hours – Level C	5040	\$90	
Mental Health			
Mental Health – Level B	2713	\$85	
Mental Health Care Plan	2700	\$87	<20 minutes
Mental Health Care Plan	2701	\$127	20-40 minutes
Mental Health Care Plan	2715	\$110	
Mental Health Care Plan	1717	\$129	
Mental Health Review	2712	\$87	
Tests			
ECG and Reports	11700	\$40	
Lung Function Test	11506	\$30	
Pulse Pressure Testing (ABI)	11610	\$67	
Body Composition	BC 001	\$20	
Urine Catalase Test / Dipstick	73805	\$5	
Pregnancy Test	73806	\$11	
Onsite Drug Screen	CDS1	\$25	

Fees (cont.)

Medical Reports / Records			
Medical Report – Short	SMR	\$120	
Medical Report – Long	LMR	\$150	
Copies of Medical Records	CMR	\$80	
WorkCover*			
WorkCover – Level B	23	\$110	<i>*Must be paid by the patient at the time of consultation and claimed back through WorkCover.</i>
WorkCover – Level C	36	\$180	
WorkCover – Level D	44	\$210	
Corporate Medicals*			
Driver's Licence >75yrs	36	\$75	<i>*Must be paid by the patient at the time of consultation.</i>
Commercial Driver's Licence – Long	CDLL	\$150	
Basic Corporate Medical	BCM	\$150	
Comprehensive Corporate Medical – ECG/Drug Screen/Lung Function Test	CCMINV	\$300	
Aviation medical assessment	1001	\$275	
Procedures*			
Facility Fee	GCMPFF	\$100	<i>*Consult your GP at the clinic and request costs for the procedure being carried out.</i>
IUD Insertion	35502	\$100	
Implanon Insertion	14206	\$60	
Skin Biopsy	30071	\$55	
Mirena Insertion		\$100	
Detection of Silent Diseases	CME	-	<i>Only a facility fee of \$50 applies.</i>

Making an Appointment

GCMP standard appointments are **10 minutes**. We also offer longer appointments for complex medical conditions, mental health issues, medicals, health assessments, and some procedures.

When you make an appointment with our receptionist, please indicate:

- **Full name / contact details** of patient to be seen
- **Date of birth** (this is in case we have multiple patients with the same name)
- **Nature of the appointment** (e.g. general consultation / procedure / women's health / men's health / health check / pre-employment medical / skin check / immunisation / travel vaccination / pathology tests / results and reports / pregnancy – antenatal check / postnatal and baby check / other)
- If you need the doctor to create a **Care Plan** or **Mental Health Management Plan** during your appointment. The receptionist will book you in and check your eligibility for a **Care Plan** with **Medicare**. If you are not eligible, the receptionist will call you back and advise you of this.
- Your preferred **day and time** for appointment
- Your **preferred doctor** (if you have a preference)
- If you require a **psychology appointment** or other **Allied Health** service
- **EMERGENCY. Please be very clear if you need an appointment immediately.** Situations requiring urgent care include **chest pains, difficulty breathing, asthma attacks, serious injuries, and very ill children.**



*Note: You do not need to make an appointment for **pathology tests** (QML). However, you should have a **pathology request form** from your doctor. If you do not have this form, you will need to **make an appointment** with your doctor to obtain one.*

If There Are No Appointments Available...

... you will be given the phone numbers of **3 nearby clinics** for you to make an appointment with. On some occasions, we will have **cancellations** that will allow us to make you an appointment – please **advise the receptionist** if you would like to be called if a suitable cancellation occurs.

Making an Appointment (cont.)

Making a *Mental Health* Appointment

Mental health issues can range from serious mental conditions to stress and can affect your ability to function, sleep, eat, or cope with daily activities that haven't caused problems previously.

When you schedule an appointment, please indicate that your appointment is for mental health issues so that you can be assigned a GP trained in this area. Please do not book any counselling sessions under a Mental Health Management Plan until you have seen your doctor and had your eligibility confirmed.

1. Initial consultation: discussion, assessment and investigations
2. Second consultation: review of assessment, results and completion of referrals for counselling, hospitals or specialists
3. Third consultation and subsequent consultations for reviews and follow ups

Mental Health Management Plans: anyone with an eligible **Medicare** card can access 10 sessions for counselling and support (a gap fee may be applicable at some centres).

Mental Health Management Plans – ATAPS: to be eligible, you must be a pensioner or concession cardholder. A referral is made to a local healthcare practitioner who will then assign a counsellor for you.

A care plan is done once in 12 months and entitles you to 10 (6 + 4) sessions with your counsellor. After 6 sessions, you must see your GP with a report to receive 4 further sessions under a Mental Health Management Plan review. You can also access an additional 10 group sessions during the 12 month period of your referral, plus 2 psychiatrist visits.

Our practice will have an agreement with you for regular follow ups. We will also need the details and address of your next of kin, someone whom we can contact in case of emergency and when we are unable to contact you or feel you are at risk.

Acute Care mental health services are also available for home visits if your GP feels you need urgent assessment. A referral will be written and discussed with a mental health clinician who will then contact you and see you at your place for urgent assessment.

Under the Mental Health Act, a GP cannot involuntarily admit or treat you. However, if you are a risk to yourself or others, Ambulance and Police will be notified; they have right to assess you and, if you are found at risk, can admit you to an emergency ward for treatment. There are other mental health acts (JEO) under which you can be assessed and treated involuntarily if you are found to be at risk or creating a risk for others.

In a crisis situation, please call Lifeline's 24-hour service: 131 114. You can also contact Robina Hospital or Gold Coast University Hospital. Online resources are available on www.lifeline.org.au. You can download or read medication information on this website. Other useful sites include: www.moodgym.org; www.depnet.org; www.anxiety.net.org; www.beyondblue.org; and www.blackdoginstitute.org.

Preparing for Your Appointment

As our standard appointments are 10 minutes, getting through your issues efficiently is beneficial to both you and our practice. Preparing the relevant lists below before your appointment can help you get the most out of your time with your doctor.

- **Concerns List**

We suggest creating a '**concerns**' list before your appointment if you have more than one issue to discuss with your doctor. Typically, the doctor will be able to address **1 concern** each visit. If your conditions or issues are complex, you may have to either return for a longer appointment or concentrate on just one issue.

A good strategy, if you do have multiple concerns, is to write a list of your concerns prior to your appointment and prioritise them from **most pressing** to **least important**. This will help you and your doctor focus on your most significant issues and this list will also prepare your doctor for your next appointment as they will know which concerns have not yet been addressed.

- **Medication List**

If you are currently or have recently been taking any types of medication, please prepare a list including the **name**, **strength**, and **dosage** of each medication, as well as the **condition** for which you are taking it.

If your medication has changed at all since your last appointment, **please advise the doctor**.

- **Past Medical History**

If you have been diagnosed or treated for any **medical conditions** in the past, please prepare a list of your conditions. Include the year you were **diagnosed**, the dates of any **operations** you have undergone, and the **doctor/hospital** that treated your condition.

- **Investigations**

Please prepare a list of the **place**, **date** and **details** of any relevant **tests conducted recently**. These can include blood tests, chest x-rays, ultrasounds, CT scans, MRIs, angiograms, exercise stress tests, echocardiograms, echo stress tests, thallium scans, endoscopies, and **any other investigations** that could be relevant to what your appointment is in relation to.

- **Lifestyle History**

Please see the list of lifestyle factors below and make notes about anything that would be important for your doctor to know about.

- Smoking, Alcohol and Drugs
- Physical Activity
- Sexual History
- Relationships (e.g. conflict with family, friends or colleagues)
- If you have been threatened/abused/controlled or feel fearful of anyone
- Anything else you feel may be useful information for your doctor
- Dietary History
- Work History
- Religious/Spiritual Beliefs

Attending Your Appointment

Upon Arrival

Please check in with reception and confirm that your details are still current and accurate. You must also report to reception staff before leaving the practice.

Advise the receptionist if you are having **chest pain** or **difficulty breathing**, or if you have a **serious injury**, and you require **urgent attention**. Please do the same if you have a child who is very ill and needs to be seen immediately. You will be taken to our nurse straight away and the doctor will be alerted.

Some **common changes** in details that you should advise us of when checking in:

- Your **name** (e.g. if you have recently married)
- Your **home address, phone number(s), and email address**
- Your **next of kin** and their contact details (this person will be contacted on your behalf if we can't reach you in the case of an emergency or urgent test results)
- Your **Medicare / Healthcare / private health insurance** card details

If there are any details you didn't provide while scheduling your appointment, please take the opportunity to do so upon checking in (e.g. advising reception of the reason for your visit, whether a care plan is being requested, or if you are here for a procedure).

Waiting for Your Appointment

Unless your appointment is a matter of urgency, you will be required to sit in our waiting room. We have provided **magazines and television** for your convenience, and there are also **toys, puzzles, and colouring activities** to occupy children. If you or your child has a **contagious illness**, please let our receptionist know so they can move you to a **separate waiting room**.

We ask that you **do not eat** in our waiting room, though we encourage you to **drink water**.

Having an appointment guarantees that you will be seen on that day close to your appointment time (usually within a 15-minute timeframe).

The order in which we see patients is according to the appointments made and not in the order patients arrive. However, special cases (such as sick children, elderly, distressed patients, and emergencies) may be prioritised ahead of scheduled appointments, and we appreciate your understanding about this. Due to the nature of our work, we cannot always guarantee that you will be seen at your appointment time. If you are running late for work or other commitments, please speak to our receptionist; they can schedule a replacement appointment or check if another doctor is available to see you instead. Please also alert reception if your condition deteriorates while waiting or if your appointment has been delayed by more than 15 minutes.

Attending Your Appointment (cont.)

Treatment Room

If your doctor has booked you an appointment with our nurse, you will be taken to our treatment room. There, our nurse will prepare you for the doctor, who will attend to you in the same room.

Our nurse will perform any necessary tasks to prepare you for the doctor, including taking vital signs, performing investigations, setting up for a procedure, and administering injections and vaccinations. If your appointment is for a medical or health check/assessment, the nurse will carry out some of this examination, while the doctor will conduct the remaining tests.

After Your Appointment

Before Leaving the Doctor's Room

- Make sure all your **questions** have been answered and that you **understand** all of your doctor's advice and recommendations.
- Check if you need any **prescriptions** filled and, if so, that the details on the prescription are correct.
- If you require pathology tests, ensure you have been given a **pathology referral form**.
- If you require imaging, ensure you have the **imaging referrals**.
- Make sure you have all necessary **referrals** with you.
- If you have been referred onto a follow-up service (e.g. pathology or imaging), make sure you understand **what is required of you**.
- Ask your doctor if there are **any costs involved** in what they have referred you for. We are a bulkbilling practice, but external services are not under our control and may have their own fees; please be aware of this.

Before Leaving the Practice

- Please wait for the **receptionist** to process your consultation.
- If your service incurred any **fees**, please pay these before leaving.
- If needed, please schedule a **follow-up appointment** with our receptionist. *For example, if you have had a test done, please book an appointment to collect your results in person. Even if the results are normal, your doctor may want to reassess you and decide if any other investigation is required for your ongoing medical problem.*
- If you did not understand something the doctor told you, clarify with reception.

Your Feedback

We invite you to do one last thing before you leave our practice: tell us how your experience was. Your feedback is essential for us to continue **improving our services** and we appreciate you taking the time to **let us know** about your time in our practice.

Leaving us a **compliment, suggestion or complaint** is simple. Collect a form at the reception, complete it, and place it in our **Suggestions/Complaints Box**.

If you've had a negative experience, there are three things you can do:

1. Talk to our receptionist or your doctor about it
2. Ask for a complaint form, complete it, and place it in our Suggestions/Complaints Box
3. Talk to or send a complaint form to the HQCC (Health Quality and Complaints Commission)

Pathology

Pathology is an independent service provided by **Queensland Medical Laboratories (QML)**. While they are situated in the same building, they are not part of our practice.

They operate **Monday to Friday**, from **8.00am to 1.00pm**, and are closed on weekends and public holidays. There are other nearby QML centres that remain open until **4.30pm**.

Please ensure you have a **pathology referral form** from one of our doctors or another doctor. It's important that you sign the **Medicare assignment section** of this form so that **QML** can bill **Medicare**, rather than you.

If you do not have a valid **Medicare** card, there will be a fee for you to pay. Please enquire about costs before your tests, as pathology services can be very expensive. If you have **private health insurance**, be sure to check with your provider that pathology tests are covered **before** you have the tests done.

If you receive an invoice from **QML**, you will need to speak with their accounts department, **Medicare**, or your insurance provider. The practice and your doctor cannot help you with this.

Let your doctor know during your consultation if you do not have a **Medicare** card or if your private health insurance doesn't cover pathology fees. In these circumstances, your doctor will attempt to limit you to basic tests.

Imaging Services

Very few imaging services bulkbill. If you do find one, or if you have a preferred imaging service, please **let us know**. We can change the imaging referral forms to address your chosen service.

Once you receive the imaging referral, please contact the imaging facility and make an appointment. It's also a good idea to **enquire about costs** at this time.

Please note that there is no rebate available for **Nuchal Translucency Ultrasounds** unless there is a history of miscarriages or genetic disorders. Other **pregnancy ultrasounds** can be bulkbilled if scheduled between 18-21 weeks.

MRIs can only be rebated by **Medicare** if your GP refers you to a specialist who then requests an MRI. MRIs requested directly by GPs cannot be rebated.

Ultrasound-guided steroid injections incur a cost. Please enquire with your imaging service.



Early Detection and Prevention

At **GCMP**, we're passionate about detecting and preventing illnesses and **silent diseases**. We encourage all our patients to **take advantage of our facilities** in order to have tests done for any silent diseases that could be waiting to emerge. In particular, we suggest early detection testing for people **over 50** and anyone **over 40** who also has a family history of silent diseases.

Screening is available for:

- Strokes
- Heart diseases
- Vascular diseases
- Abdominal aortic aneurysms
- Atrial fibrillation (abnormal heart rhythm)
- Early detection of cancers (skin, breast, prostate, colon and lungs)
- Risk factors (blood pressure, cholesterol, anaemia, diabetes and vitamin deficiencies)
- Illnesses resulting from alcohol abuse, substance abuse, obesity, nutritional disturbances, stress, relationship issues and smoking



Procedures and Services Information

Before you can undergo any procedure, you will first need to have a consultation with your doctor, have your doctor **explain** the procedure to you and gain your **consent** for the procedure, and then **book a longer appointment** for the procedure to take place.

Skin Cancer

You will first need your doctor to do a **skin check**. Your doctor will decide which lesions need to be removed and biopsied. Your doctor will explain the procedure to you and get your consent before proceeding. A **pathology referral** will also be completed to send the specimen to pathology for histology confirmation (this form **must** be handed to our receptionist, who will schedule your appointment for the procedure).

On the day of your procedure, you will be seen by our practice nurse, who will check that the lesion is still present, ensure your consent form is complete, and prepare you for your procedure. The doctor will then arrive and carry out the procedure.

After the procedure is complete, your wound will be dressed by the doctor or nurse and the specimen will be sent to pathology. You will be asked to **book a follow-up appointment** and given instructions for caring for your wound (**please follow these carefully**).

IUD Insertion and Removal

Patients who wish to have or are thinking about having an IUD inserted for contraception or heavy periods must **book a standard 'Women's Health' consultation** with their doctor first. The doctor will look at your medical history and do some tests, usually including a pap smear. Swabs are necessary for IUD insertion. The doctor will also provide you with information about IUDs and some forms to complete.

Your procedure will be booked for a date **soon after** your next period. You should take pain relief medication **30 minutes before the procedure** and will need **someone to take you home**.

When you arrive for your procedure, the practice nurse will take you to the Gynaecology Room and prepare you for the procedure, as well as checking that your forms are complete and **answering any questions** you may have.

The doctor will then arrive and carry out the procedure, after which you will be observed and given tea, coffee, or water. You will be **discharged with your support person** only when you feel well enough. You will receive **post-procedure instructions** and you will need to make a **follow-up appointment** for two weeks after the procedure.

If you require the IUD to be removed and do not choose to have another one inserted, this can be done on day of first appointment. Your doctor will discuss alternative methods of contraception with you.

Procedures and Services Information (cont.)

Implanon Insertion and Removal

Patients must book a consultation for Implanon insertion or removal. Your doctor will give you information about the procedure. If you are due for a pap smear, this can be done during this visit as well.

Implanon removals can sometimes be performed on the same day as your consultation, if time permits. Otherwise, another appointment will be made. Your doctor will also discuss alternative contraception methods with you.

For Implanon insertion, you will be given a script and asked to make an appointment for the procedure on the week of your period.

Other Procedures

During your consultation, your doctor will advise you if they think you require a procedure. Some simple procedures can be done on the day of your consultation, depending on availability. However, more time-consuming procedures will be booked for another visit.

Driver's Licence Assessments

For patients **over 75** and patients with **chronic medical conditions**, the driver's licence assessment is free. You must **book an appointment** and bring your QLD driver's certificate and forms. Patients with **eye conditions** and **diabetes** must first take the form to their **optometrist** before their doctor's appointment.



Other patients requesting a **commercial driver's licence medical certificate** must also book an appointment, and there will be a **fee** for this service. You are required to bring your commercial driver's medical form. You must complete your section of this form, and your doctor will complete their section. You will first be seen by our nurse, who will take your measurements, vital signs, and conduct a urine test. The doctor will then complete the examination and issue you your certificate.

Procedures and Services Information (cont.)

Venesection

Patients will be booked for venesections depending on their **iron studies**. Most are scheduled **weekly** or **fortnightly**, while a few are monthly.

Once your iron levels have been reduced, you are able to start **donating blood** each month to maintain your serum ferritin. To donate blood, you will need to speak with your doctor, as they are required to go online and send an electronic referral to the **Red Cross** (<http://www.transfusion.com.au/>).

Warfarin

Patients taking Warfarin are encouraged to **register with the practice/QML/S&N Pathology**. Your INR will be taken at regular intervals, and your Warfarin doses revised and adjusted. It is important to **regularly check your INR** to keep it within the recommended range. INR results are available **after 4.00pm** following your test. Please call the practice or pathology directly to find out your results, if you have not already heard from us.

Earwax Removal

If you would like us to syringe your ears, please use **waxol/cerumal ear drops** to soften your ears **before you arrive**. We will be able to perform this procedure on the day of your visit. Please be aware that using a syringe to remove hard wax can be painful and may also cause temporary dizziness.

Chronic Pain Management

Narcotic medication is generally **not available** from our practice. If you do require acute treatment for a **chronic pain problem**, you will need to bring a **management letter** from your previous doctor or pain specialist, as well as the required medication, to your consultation. For any medication for **prolonged use** or that falls under **Regulation 24**, you must provide evidence of travel (e.g. tickets, visa, or letter from your pain specialist). Without these supporting documents, we can only give you a limited amount of pain medication.



Procedures and Services Information (cont.)

In-House Psychologist

To make an appointment with our resident psychologist, **Dr Subhadra Rani Putta**, please call the practice on **07 5562 2910** and request a **psychology appointment**.

Dr Putta is available **Tuesday to Friday**.

Colin Desforges is available **Monday**.

Patients with a valid and current **Medicare** card can access 10 sessions per year via a Mental Health Management Plan – *you will need to see your doctor and create one of these plans prior to seeing the psychologist*. Patients who have a **Medicare** card AND a healthcare or pension card can access counselling through **ATAPS**.

If you do not have a **Medicare** card, or need to exceed your funded number of sessions, please discuss the counselling fees with the psychologist. These range from \$60 to \$150.

In-House Dietician

To make an appointment with our dietician, **Angeline Yeoh**, please call her on **0433 912 208**.

Appointments are available fortnightly on Mondays.

Patients with valid **Medicare** cards can access this service through EPC Plans from their GP.

Private fees will apply to patients without a **Medicare** card – please enquire about costs when you make your appointment.

In-House Investigations

We conduct ECG, ABI, lung function tests, and body composition tests from 9am to 5pm. These tests are bulkbilled.

Procedures and Services Information (cont.)

Care Plans

Care Plans for medical conditions, EPC (for Allied Health services), and mental health counselling are done by our doctors. Please make an appointment to see one of our doctors and check your eligibility for a Care Plan with our receptionists.

Nursing Home Visits

If your nursing home requires a GP, please arrange this by phoning us on **07 5562 2910**.

Vaccinations

Childhood Immunisations

We recommend getting immunisations **on a weekday before 3pm**. This way, if your child has a reaction to the vaccination, you can easily be seen by a GP during working hours. The vaccinations are given at **6 weeks, 4 months, 6 months, 12 months, and 18 months**.

The vaccination report is sent online to the **ACIR** and the **Child Health Book** must be completed by the nurse and doctor after the health check and immunisation are finished. **If you have any concerns**, please bring them up before or at the time of the health check/immunisation and our nurse or doctor will address them.

It is very important to assess the development of a child during these visits. Some children may have missed a vaccination. In these circumstances, we can usually get a **catch-up program** written by the Public Health Department, and we will then follow the procedure to ensure the child is appropriately immunised for their age.

Some children who have migrated from overseas will have followed different protocols to Australia, or may have health books in a foreign language. We can assist by using an interpreter, or the Public Health Department can advise us of your current vaccination schedule and whether there are any catch-up immunisations to be done.

If you **do not** wish to vaccinate your child, there is a **Conscientious Objection Form** that needs to be completed by you and your doctor, and then faxed to the **ACIR**. It is essential to have your child's vaccinations up to date for school entry purposes, for Centrelink payments and – most importantly – for the protection of your child from various preventable diseases.



Children without an Eligible Medicare Card

Under the Australian Childhood Immunisation Register (ACIR), children without a Medicare card can access childhood vaccinations free of charge. This applies to vaccinations at 6 weeks, 4 months, 6 months, 12 months, 18 months, and 4 years old.

The vaccination record cannot be sent to the ACIR via email. Please ask the practice nurse to give you a copy of the vaccination record and fax a copy to the ACIR. Please keep the vaccination record for future reference, as you may need this for childcare or school, or for your doctor.

Vaccinations (cont.)

Boostrix / Whooping Cough

All parents and close relatives of a new baby are encouraged to receive the **Boostrix vaccination**. Your doctor will give you a script and you can receive the vaccination from our practice nurse. This vaccine is no longer government funded.

Flu Vaccinations

Flu injections are given **annually**, or before **overseas travel**. The vaccine is free for patients over 65, pregnant women, and patients with chronic medical conditions. There is a fee for all other patients. If you hold a **pension card**, it is less expensive to get a script yourself and bring the vaccination to your doctor to be given.

Policies

Communication Policy

- Please **call reception staff on 07 5562 2910** for all appointments and general enquires.
- If you need to speak to one of our doctors, please **briefly outline your issue or question** so that reception can leave a note for the doctor to return your call. Our doctors check their messages regularly throughout the day. We appreciate you understanding that **we cannot interrupt our doctors during consultations.**
- Please note that our doctors do not provide medical advice over the phone, as their insurance does not cover them for making diagnoses and management plans over the phone. They also cannot provide scripts or referrals via phone. This is to avoid any mistakes occurring in dosages and medicines.
- Any suggestions and complaints can be placed in our **suggestions/complaints box.**
- You can also post your suggestions/feedback/complaints to us.
- You can also make a complaint to HIC directly.
- **GCMP** Management does not tolerate aggressive behaviour from either its staff or patients. We understand that you may be in pain, suffering, frustrated, and stressed. However, clear explanations and pleasant communication with our caring staff will help you more than being aggressive, angry or demanding. Our staff follow Practice Policies and Systems, as well as instructions and regulations set by the Department of Health, Medicare, the Medical Board, RACGP, and Medical Defence. Doctors cannot do things that they have no experience doing, are not confident doing, or do not wish to do; please respect our boundaries without making demands so that we can treat you safely within our capabilities. Our patients are our gifts and our staff are our assets – we like them to work as a team, respecting and caring for each other.

Policy for Test Result Follow-Ups

- When you ask for us to do any tests, please **call reception** to find out if your results are back and make an appointment to review your results. We realise that everybody is busy, but this is your responsibility and something you should make time for.
- If your doctor has marked your results as '*no action needed*,' reception can inform you of this. However, please understand that our reception staff cannot view specific test results; they can only see whether results have been marked '*no action needed*' or '*abnormal*,' etc. You will need to book an appointment with your doctor if you wish to discuss your results in detail or if you have ongoing issues.
- When your results have come in (and if they are not marked as '*no action needed*'), please make an appointment with your doctor to discuss and review the results. We also have a **two-way check** – our practice nurse contacts any patients with abnormal results to arrange an appointment. However, there are times when our nurse will not be able to contact you (e.g. if you are away, have changed contact details recently, or have not checked your messages), so it is important for you to **call us and follow up on your results**, even if you have not heard from us first.

Policies (cont.)

Policy for Test Result Follow-Ups (cont.)

- The practice's policy is to contact you three times on three different days for any abnormal test results. If we are unable to contact you, we will then contact your next of kin (as provided by you upon registration). Please update your records with us whenever your next of kin changes. We will not give your next of kin details of your test results; we will only ask that they pass on a message that you need to call and make an appointment with us.
- If we are still unable to reach you, we will send out a letter to the address on our files (please alert us whenever this or your other contact details change). We will make note of our attempts to contact you.
- In some very special cases, we might ask the police to assist us in locating you. This will only occur if we feel you have a serious and/or life-threatening illness that you need to be informed of urgently.

Policy for Managing Patient Health Information

Collecting your health records (e.g. if you've moved location)

- Please find a new GP first.
- Request your GP to send us the request, signed by yourself and your new GP, to release the information.
- We will fax the health records to your new GP, it will incur some cost which the patient is liable.

*Sending your health records to us (e.g. if you've swapped to **GCMP** from another practice)*

- When you see your doctor here, they will determine what records are required.
- We will fill out the **Medical Request Form** and you will need to **sign this**.
- We will fax the form to your previous doctor.
- They will then send us your records.
- *Note that some practices charge for the transfer of health records. If this is the case for you, you will need to pay this fee before we can receive the records.*

Policies (cont.)

Feedback and Complaints Policy

If you have feedback or a complaint about the service you have received with us, there are several avenues through which you can express your feedback or complaint.

1. Express your concerns or dissatisfaction **directly to the doctor/staff concerned**. You have a right to express your concerns, and providing us with the opportunity to address your concerns enables us to **develop and improve our practice**.
2. You can ask to speak to Dr Rupa sehgal or the practice manager, **Meena Gaind**. They will make an appointment to listen to your concerns and take appropriate steps to make your future visits more pleasant.
3. You can write your complaint or feedback and place it in our **suggestions/complaints box**. This is checked weekly and you will receive either a letter or phone call response addressing your concerns.
4. You can contact the **HIC (Health Insurance Commission)** with your complaint:

Phone: 07 3120 5999 | **Free Call:** 1800 077 308

(Access the complaint form and request an interpreter if required.)

Postal Address:

Health Quality and Complaints Commission

GPO 3089, Brisbane QLD 4001

Email: info@hqcc.qld.gov.au

Policies (cont.)

Patient Rights

The practice staff members respect the rights and needs of all patients.

No patient is refused access, clinical assessment or medical treatment on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference or medical condition. Provisions are implemented to ensure patients with a disability can access our services.

The practice identifies important/significant cultural groups within our practice including non-English speaking background patients, religious groups and those of Aboriginal and Torres Strait Islander background. We endeavour to continue to develop any strategies required to meet their needs.

The practice provides respectful care at all times and is mindful of patient's personal dignity. We have a plan in place to respectfully manage patients in distress.

Visual and auditory privacy for patients is provided in the waiting room and during the consultation. The waiting room provides soft music or TV to assist patient auditory privacy. Each doctor's consulting room and the treatment room has a curtain around the examination couch for patient privacy and the door is closed for each consultation.

Patient privacy and confidentiality is assured for consultations and in medical and accounts records, appointments, telephone calls and electronic media including computer information. Doctors and staff do not leave patient information in any format in areas of the Practice or surrounds for unauthorised access by the public. Staff members sign a privacy agreement upon acceptance of employment and risk immediate dismissal should a breach of this agreement occur. Information no longer required that contains any reference to patients, including diagnosis reports, specialist's letters, accounts etc. is securely disposed of via shredding.

Patients have a right to access their personal health information and may request to view their record or obtain a copy.

Our privacy policy for the management of health information is displayed in the waiting room and also on the practice information sheet. It should be made available to anyone who asks. This policy includes information about the type of information this practice collects, how we collect it, use and protect it and to whom we disclose it.

Patients have the right to refuse any treatment, advice or procedure. Our doctors discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion.

For ongoing management of patients, should they leave the area, our doctors will ask for the forwarding doctor's or Practice address.

Policies (cont.)

Patient Rights (cont.)

A copy of the patient's medical record or the health summary (if the record is bulky) will be sent directly to the new location via secure priority post.

This Practice acknowledges a patient's right to complain. We provide mechanisms to ensure that this feedback, in addition to positive comments and suggestions, are freely received and implemented where possible.

Patients are provided with 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.

Patients are provided with adequate information about our practice to facilitate access to care including our arrangements for care outside the normal opening hours.

This Practice participates in the RACGP Training Program and regularly has registrars on site. Patients are advised of this with a notice in the waiting room. If undergraduate students are on practice placement here and observe doctors' consultations, then the patient is asked for his/her consent. Each patient is given a written note describing our involvement in this medical training program with details of the process we follow.

The patients consent is sought for participation in health reminder systems and research projects. Consent can be withdrawn at any time by the patient.

- *RACGP 4th Edition Standards 1.2.1, 1.2.2 & 2.1.1.*

Policies (cont.)

Privacy Policy

Information that is collected.

When you register with our practice, all personal and contact details including your next of kin are taken. This includes your name, your address, your contact details, your phone number(s), your email address and whom we can contact in case we are unable to contact you for urgent medical matters. We also require your Medicare card, concession card, and/or Veteran Affairs card details, as well as any private insurance details. We may ask you for your photo ID to verify and identify your details.

Why information is collected.

The above information is required for identifying you, processing your payments, and – most importantly – for providing services to you and allocating your details to your personal file. These details are also required to be filled in when we refer you to a hospital, specialist, pathology, imaging services, and Allied Health services. Insurance companies, Medicare and other paying authorities need your details to be forwarded to them.

How we maintain the security of information held at the practice.

Once you complete the registration form, the details are scanned and entered into our computer system. We then shred your registration form. The computer details are secured by password and username protection and accessible only by practice staff. More sensitive information, such as your medical information, is only available to practice doctors. The computer is backed up daily onsite and offsite by our computer service providers. Only authorised personnel, staff, and third party contractors with signed confidentiality agreements are authorised to access any information on our computers or server system. The desktops log off when left unattended and need to be logged in again, providing extra safety.

The range of people within the practice team who may have access to your health records and the scope of that access.

All administrative staff, all nursing staff, all Allied Health service providers, doctors, and some students have access to your information. However, this access is graded according to their requirements and they are given passwords accordingly. Only doctors have full access to your information.

Third party contractors who are involved in computer maintenance, backup, or updating have access only to the technical side of the computers and not your personal information.

All service providers are bound by a **GCMP** confidentiality agreement. The information they see or receive is only to be used for the services required and cannot be misused in any way.

Policies (cont.)

Privacy Policy (cont.)

We do not sell any information received. We do use demographic information to review and improve our services.

All infectious diseases we are notified of are mandatorily reported to Public Health.

If we are requested by court, subpoena, or a signed consent to release your records, we are obliged to send copies of your records as requested by a court, your solicitor or your insurance company.

The procedures for you to gain access to your own health information on request.

Under the Freedom of Information Act, patients can access their health information. However, as the details of your medical information are typically in medical language that an ordinary person may not understand and it requires a series of information put together to interpret your management and services, we ask that you make an appointment with your GP to go through the records with you and explain the health information, results and reports. If you have changed doctors or practices, your new GP or practice will have a **Medical Request Form** that needs to be completed and faxed to us so we can send copies of the health information requested to a medical person who can then explain to you the details of your health records.

How we gain your consent before disclosing your personal health information to third parties.

We gain your consent when you sign the registration form. However, if there are more complex or unclear circumstances, we get you to come into the practice and take your consent in person after explaining what we need it for.

The process of providing health information to another medical practice at your request.

We ask if you move away or leave our practice that you find a new practice and GP. Please discuss your health issues with your GP. Your new GP or practice will have a **Medical Request Form** that you need to complete. We will require the doctor's name, the practice's details, your consent, and what information is required. Please post or fax this form to us and we will send copies of your requested health information to your new doctor, who will then go through the information with you.

The use of patient health information for quality assurance, research and professional development.

We do use the information we collect for quality assurance, small research projects, student teaching and professional development. However, we do not disclose your personal details without your consent. Most times we only use an ID number or a letter. Please note this is a teaching practice and we need your help to help our students to become better doctors. We respect your privacy and understand if you refuse or hesitate to consent to this.

Policies (cont.)

Privacy Policy (cont.)

The procedures for informing new patients about privacy arrangements.

The privacy document is posted on our website and the notice board in the waiting room. Please ask the receptionist if you are unsure of anything before signing your registration form.

The way we address complaints about privacy related matters.

Please write your complaint and place it in our Suggestions/Complaint Box in the waiting room.

The complaint will be processed by **GCMP** management, who will make a decision and post it to you. If you are unsatisfied, you can make an appointment and talk to Dr Chetty about your concerns. Failing this, you can file a complaint to the **HIC** complaints section.

Our policy for retaining patient health records.

The practice retains health information for up to seven years. Since we keep electronic records, your health information remains with us and is archived. They are currently the property of **GCMP** and any changes will be posted on our website or the Public Notices section of local newspapers.

Fire Safety Protocol

GCMP Fire Warden: Meenakshi Gaiind

In the event that the fire tones are sounded in **The Atrium** building and surrounding complex:

- The fire chief appointed by CBRE will be dispatched to the fire panel located adjacent to the CBD Hotel tenancy.
- The fire panel will indicate at which location the sensors have detected a potential fire hazard.

Upon hearing the fire warning tones, the **GCMP** fire warden will check the entire office, taking note of what activities are taking place and which people can be immediately evacuated if necessary.

- The fire warden should inform everyone that a potential fire hazard exists and that evacuation may be necessary.
- The fire warden will assign a staff member to monitor any patients who may not be able to be immediately evacuated.
- If the fire hazard is within the **GCMP** tenancy or found to be in adjoining tenancies, the clinic will be immediately evacuated.
- If the fire hazard can still be safely contained or extinguished, a staff member with experience operating a fire extinguisher should attempt to eliminate the hazard.

If no hazard can be identified:

- The fire warden will then proceed to the fire panel to meet with the fire chief and determine the extent of the threat.
- The fire warden will remain at the fire panel with the fire chief until fire services personnel arrive.
- The fire warden will communicate back to the **GCMP** office by phone or walkie-talkie.

If an imminent threat is recognised, the fire warden will signal back to **GCMP** office to commence evacuation of the premises (*please see the evacuation sign on the next page*).

- Patients who cannot be evacuated immediately will be monitored by a staff member until fire services personnel attend the site.

If the threat proves to be false, the fire warden will inform the fire chief that it is a false alarm and we will not evacuate the clinic.

- The fire warden will then inform **GCMP** team members that there is no danger.

Fire Safety Protocol (cont.)

EMERGENCY ALARM TONES

Alert Alarm – BEEP BEEP

Evacuation Alarm – WHOOP WHOOP

TO RAISE THE ALARM FOR AN EMERGENCY

TELEPHONE 000 POLICE
 000 FIRE
 000 AMBULANCE

EMERGENCY PROCEDURES

EVACUATE ON HEARING THE EVACUATION ALARM – WHOOP WHOOP

- Follow instructions given by wardens
- Remain calm and exit in an orderly fashion
- Evacuate through the nearest and safest fire exit
- Proceed to the designated assembly area/s and remain there until directed
- Alert a warden if there are any injuries or other critical emergencies

SAFETY CONSIDERATIONS

REMOVE PEOPLE
from immediate danger

ALERT
nearby staff and members of the public

CONFINE FIRE & SMOKE
close windows and doors (if safe to do so)

EXTINGUISH
or control fire (if safe to do so)

FIRE EXTINGUISHERS

OPERATING INSTRUCTIONS

Pull 1 PULL the pin
Aim 2 AIM nozzle at base of fire
Squeeze 3 SQUEEZE the handle
Sweep 4 SWEEP nozzle side to side



EXTINGUISHER SELECTION CHART

TYPE OF EXTINGUISHER	FOAM	WATER	CO ₂	DRY CHEMICAL	WETTING AGENT
A	✓	✓	✓	✓	✓
B	✓	✓	✓	✓	✓
C	✓	✓	✓	✓	✓
D	✓	✓	✓	✓	✓
E	✓	✓	✓	✓	✓
F	✓	✓	✓	✓	✓

DATE: 29TH JANUARY 2010

EMERGENCY EVACUATION SIGN



15 LAKE STREET
VARSITY LAKES, QLD
GROUND FLOOR

ADI TRAINING
FIRE TRAINING AND CONSULTING SERVICES

FIRE EXTINGUISHER
 FIRE HOSE REEL
 FIRE HYDRANT
 MANUAL CALL POINT
 FIRE INDICATOR PANEL
 E.W.S. E.W.J.S.
 WARDEN INTERCOM
 LIFT
 STAIRS
 FIRE EXIT
 EXIT ROUTE
 ASSEMBLY AREA

Other Information

Medical Students

We sometimes have **Bond University** and **Griffith University** medical students doing their GP placements at our clinic. If you are seeing your doctor about a sensitive issue and do not wish the student to be present, simply let your doctor or the receptionist know.

However, if you are happy for the student to sit in during your consultation or procedure, we are very grateful and thank you for giving the student the opportunity to learn.

Some of these students are nearing the end of their studies and are almost qualified doctors. These students might be asked to consult with you and report back to their supervising doctor. **The student will be supervised at all times.**

Privacy

All data collected by our doctors, nurses and reception staff **will be kept securely** and can only be accessed by **authorised and trained staff**.

Certificates

If you require a certificate for **school, work**, or for another purpose, please ask the doctor for this at the time of your consultation. If you forget, send a letter with the details of what you require and a self-addressed return envelope. Please note that **medical certificates are legal documents** and they cannot be given retrospectively or if the doctor has not seen you for the illness during the days that you require the certificate.

University students must also bring an application from the university office. Universities require special forms to be completed in the event of being unable to complete an assessment or exams.

Toilets

Toilets are located at the back of the practice. Please follow signs or ask our reception staff for assistance. If you are in urgent need and the main toilets are being used, please use the back door and walk towards the exit sign at the end of the corridor. Then turn left before the exit sign and you will find three ladies' and three men's toilets.

List of Services

Medical Procedures

- Family Planning – IUD and IMPLANON Insertion and Removal
- Skin Grafts
- Removal of Skin Growths and Cancers
- Removal of Lesions and Closure with Grafts, Flaps, Wedges for Face, Scalp, Eyelids, Nose, Ears, and Lips
- Treatment of Abscesses and Cysts
- Pap Smears and Liquid-Based Smears
- Removal of Lesions / Warts / Lumps from the Genital Area
- Skin Biopsies
- Cryotherapy (Freezing) of Sunspots and Skin Warts
- Mole Removal
- Laceration Repair
- Removal of Hardened Earwax
- Removal of Facial Growths (Lumps)
- Ingrown Toenail Treatment

Other Services

- Pregnancy and Postnatal Care
- Infertility Workup and Support
- Teenage Health
- Family Planning
- Breast Exams / Screens for Breast Cancer
- Mental Health Services, Assessment, and Care Plans
- Pathology Services
- Screening and Management of STIs
- Assessment, Management, and Support for Postmenopausal Symptoms
- Health Assessments for 45-49 and over 75
- Work Medicals and Licence Assessments
- Management of Chronic Diseases
- Travel, Childhood, and Annual Vaccinations

Important Phone Numbers

Contact	Number	Notes
Gold Coast Medical Precinct	07 5562 2910	www.gcmp.com.au
Ambulance, Fire & Police	000	
Ambulance (Non-Urgent)	131 233	
Robina Hospital	07 5668 6000	
Gold Coast University Hospital	1300 744 284	
After Hours & Home Visits Chevron	07 5532 8666	
After Hours & Home Visits Medcall	07 5531 1224	
QML Pathology	07 5571 4466	
S&N Pathology	07 5573 8800	
Healthscope Pathology	1800 195 596	
South Coast Radiology	05 5580 9900	
Q Scan	07 5526 6500	
Paradise Ultrasound	07 5539 2555	<i>Ultrasounds only</i>
Uniradiology	07 5531 9300	<i>Bulkbills</i>
Women's Imaging	07 5564 0851	<i>4D ultrasounds for antenatal</i>
Iris Imaging	07 5573 3580	<i>Bulkbills</i>
Red Cross	07 5539 7000	
Think Pharmacy	07 5575 9211	<i>Varsity Lakes</i>
Tree Tops Pharmacy	07 5593 7100	
Chemist Warehouse Robina	07 5562 1966	
Soul Pattinson Pharmacy	07 5578 9977	
Amcal Nobby Beach	07 5572 7727	<i>After hours</i>
Amcal Palm Beach	07 5534 2773	<i>After hours</i>
Southport After Hours	07 5591 2254	<i>After hours</i>
Gold Coast Public Health	07 5509 7222	<i>Vaccine enquiries</i>
BCG Vaccination	07 3176 4141	<i>Princess Alexandra Hospital</i>
BCG Vaccination (private)	07 5566 8444	<i>QML</i>
BCG Vaccination (private)	07 5573 8800	<i>S&N</i>
Yellow Fever Vaccination	07 5571 1033	
Medicare Enquiries	132 150	
Psychologist – Female	07 5562 2910	<i>Bulkbills</i>
Robina Police Station	07 5578 8988	
Taxi	131 008	
Varsity Physio & Chiropractor	07 5658 1585	<i>Core essentials</i>

On behalf of everyone at **GCMP**, thank you again for joining our practice.

We're delighted to have the opportunity to help enrich your life by delivering excellent healthcare services.

Brian, one of the world's greatest hypochondriacs, bumped into his doctor one day at the supermarket.

"Doc!" exclaimed Brian, "I've been meaning to come and see you. The voices in my head I've been telling you about... I haven't heard them in over a week!"

"Wow, Brian!" replied the doctor with relief, "That's wonderful news. We've clearly made some good progress."

"Wonderful news?" asked Brian incredulously, "It's terrible news! I think I must be going deaf!"