



## PRACTICE INFORMATION

**- LOCATION -**

15 Lake St  
Varsity Lakes QLD 4227

**- POSTAL ADDRESS -**

PO Box 554  
Varsity Lakes QLD 4227

**- PHONE -**

07 5562 2910

**- EMAIL -**

[mg@gcmp.com.au](mailto:mg@gcmp.com.au)

**- CONTACT PERSON -**

Meena kshi Gaind

## **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?***



15 Lake St, Varsity Lakes QLD 4227 | PHONE: 07 5562 2910  
PO Box 554, Varsity Lakes QLD 4227

**GOLD COAST MEDICAL PRECINCT | PRACTICE INFORMATION**

## **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. We will put your calls on hold and try to take them as soon as possible.

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 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 a one off \$20.00 registration fee for each patient. It is \$10.00 for students and kids under the age of 16 as well as pensioners. GCMP offers telephone consults through out the week.

## After Hours Services - Home visits

**Home visits are done at the doctor's discretion**, a patient has to be

- A regular patient of the practice
- Live within the 2 km radius of the practice
- Where it is safe and reasonable
- Patient has a type of problem that necessitates a home visit
  - a. Acutely ill
  - b. Immobile
  - c. Elderly
  - d. Have no means of transport
  - e. Unable to access the practice due to disability
  - f. Exceptional circumstances( doctor's discretion)

We also call home doctors service and Chevron after hours who do home visit.

## **Interpreter Service ( Free for health care providers )**

If you are not comfortable in having a consult in English language  
And would like to request an interpreter in your native language, please let  
The reception know and they would organise an interpreter for you over the  
phone. The practice is registered with TIS ( free interpreter service by  
department of home affairs). For further details , you can go to their website  
<https://www.tisnational.gov.au/>

## **Support for hearing impaired patients ( Free for health care providers )**

Our practice attempts to communicate with patients who have communication  
impairment.

We contact **NABS**(national auslan interpreter booking and payment service ) on  
phone number 1800246945 , and organise an interpreter to be present during the  
consult. Their details are :

**SMS:** 0427 671 261

**Email:** [bookings@nabs.org.au](mailto:bookings@nabs.org.au)

**Online Booking Form:** click [here](#)

**Fax:** 1800 246 914

**Account Enquiries:** [nabs.accounts@nabs.org.au](mailto:nabs.accounts@nabs.org.au)

More information on this can be found on the link  
<https://www.nabs.org.au/contact-us.html>

## Mental Helpline

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](http://www.lifeline.org.au). You can download or read medication information on this website. Other useful sites include: [www.moodgym.org](http://www.moodgym.org); [www.depnet.org](http://www.depnet.org); [www.anxiety.net](http://www.anxiety.net); [www.beyondblue.org](http://www.beyondblue.org); and [www.blackdoginstitute.org](http://www.blackdoginstitute.org).

## 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)



## **Procedures and Services Information (cont.)**

### **In-House Psychologist and Mental health clinician( bulk Billing with a Mental Health care plan )**

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

.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 Dietitian - ( Bulk Billing with an EPC )**

To make an appointment with our dietitian, Louise Lombard ( available on Monday's )

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 Podiatrist ( Bulk Billing with an EPC )

**In-House Investigations** We conduct ECG, ABI, lung function tests, and body composition tests from 9am to 5pm. These tests are bulkbilled with medicare card.



## Policies

### Communication Policy/ Email policy / Social media 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**.
- 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.

### **Social Media policy**

- Staff are free to personally engage in social media outside of work hours, as long as their actions do not have the potential to bring the practice into disrepute. Employees may not represent personal views expressed as those of this practice.
- Any social media posts by staff on their personal social media platforms must not reveal confidential information about the practice or a person who uses the practice (eg staff should not post information relating to patients or other staff, or information concerning the practice's business operations that have not been made public).
- GCMP has a dedicated facebook page , just to update patient's about the latest health information and services. GCMP does not share personal information of patients through this media.

### **Email policy**

- Reception has been given access to a generic email to communicate with the patients, this is not meant for personal use . It is GCMP policy to take consent from patient before sending their personal information electronically and to document in patient's file. The reception is not supposed to share the personal emails of the doctors/ allied health members and other staff members with the patients.

## **Policy for Test Result Follow-Ups**

### **GCMP Policy**

- We contact the patient thrice by a text message by a safe and secure message system HOTDOC( to go through their privacy policy click on the link <https://www.hotdoc.com.au/practices/privacy-policy/> ) , the fourth and final attempt is a letter, where the patients opts out of electronic message , we attempt to contact them twice through phone and then third contact is a letter.
- We do not contact patients between the age of 14 and 17 through electronic method, there list is printed out everyday and handed to the reception for the first contact, the second contact is done by the nurse , the third contact is a letter.

- When the patients choose to opt out of text message , the list is printed out by the nurse and is followed up by the reception for the first contact, the second contact is another phone call by the nurse and the third contact is a letter send by the practice.
- A list of clinical correspondence/ letters, the list is printed out by the nurse everyday and handed at the reception for first contact, the second and third contact ( letter ) is done by the nurse.
- A RETURN URGENTLY RESULT IS GIVEN BY THE DOCTOR DIRECTLY TO THE NURSE TO FOLLOW UP.

If we are unable to contact you **in urgent results**, 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.

- 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.
- 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. 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.

## Reminders

A reminder occurs when a patient is added to a recommended preventive activity list that is managed on a periodic basis. Reminders are used to help manage preventive care and are set up by a doctor or a nurse during the consultation. They help to ensure patients have preventive health care check. Our practice sends out text messages to the patients , it is done in partnership with **HOTDOC**, it works closely with Australian Health care system nation wide If you do not wish to receive any text message from us , you can chose to opt out in your text message. For more information please go to. <https://www.hotdoc.com.au/practices/privacy-policy/>

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## **OUR POLICY REGARDING THE REMINDER SYSTEM**

Our doctors put a recall on a follow up on different medical conditions, e.g papsmear, blood test,BP review etc .

The list is picked up by the HOTDOC message system everyday and the messages are send out to patients to contact the practice for further information.

We do not send messages to patients between the age of 14 and 17 for privacy reasons.

The messages are recorded in the patient's file if they have been read or not.

The patients who do not read the message or opt out or invalid age, their list is taken out by the nurse weekly(time allocated in the appt book as per convenience) and the practice contacts them once again through phone and if the number is not in service or unable to reach then we send out a letter.

The reception staff has been trained with the protocol to receive reminder phone calls.

## **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 for you to sign it**.
- 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.*

### **Policy regarding the scripts in phone consults**

As per the new guidelines to support telehealth services , the practices are able to fax or email the scripts to the pharmacy

We do not email or fax the script to the patient.

We have a policy of emailing the pathology or scan referrals/ medical certificates to the patients with phone consults, with the consent of the patient with non encrypted email taken and notes put in patients' file

We retain the original copy with us for 2 years and is also scanned into the patient's file and notes are put in about the details where the script is being faxed or emailed to .

With the schedule 8 drugs authority scripts , the original copy is posted to the pharmacy and is scanned into the patient's file.

## **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 Gaiind**. 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](mailto:info@hqcc.qld.gov.au)

## **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.

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.

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.



## **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.

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.

**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 come in and see Meena , practice manager or Dr Rupa ( principal doctor )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.

## PRIVACY NOTICE FOR PATIENTS GCMP

### **Your Personal Health Information and your Medical Record may be collected, used and disclosed for the following reasons:**

- For communicating relevant information with other treating doctors, specialists or allied health professionals
- For follow up reminder/recall notices
- For National/State or territory registers (e.g. Immunisation data)
- For State/Territory reminder systems (e.g. cervical screening – pap smears reminders or familial cancer registries)
- Accounting/ Medicare/ Health Insurance procedures
- Quality Assurance activities such as accreditation
- For disease notification as required by law (e.g. infectious diseases)
- For use by all doctors in this group practice when consulting with you
- For legal related disclosure as required by a court of law (e.g. subpoena, court order, suspected child abuse)
- For research purposes GCMP (**de-identified - meaning you are not able to be identified from the information given**) shares health data of the patients with the Gold Coast Primary Health Network for quality improvement and evaluation purposes as per RACGP standards for general practices. It is managed in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained therein, personally controlled electronic health records act 2012 (Cth) and the information privacy act 2009, Qld.
- **Patients can opt out of de-identified data sharing activities by speaking to the practice manager or sending an email to [mg@gcmp.com.au](mailto:mg@gcmp.com.au)**

## **Fire Safety Protocol**

### **GCMP Fire Warden: Meenakshi Gaind**

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**  
ready 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

**P**ull the pin  
**A**im nozzle at base of fire  
**S**queeze the handle  
**S**weep nozzle side to side



### EXTINGUISHER SELECTION CHART

TYPE of extinguisher	CLASS	WATER	FOAM	CO <sub>2</sub>	DRY POWDER	WETTING AGENT
A	1.1, 1.2, 1.3	✓	✓	✓	✓	✓
B	2.1, 2.2, 2.3	✓	✓	✓	✓	✓
C	3.1, 3.2, 3.3	✓	✓	✓	✓	✓
D	4.1, 4.2, 4.3	✓	✓	✓	✓	✓
E	5.1, 5.2, 5.3	✓	✓	✓	✓	✓
F	6.1, 6.2, 6.3	✓	✓	✓	✓	✓

DATE: 29<sup>TH</sup> JANUARY 2010

## EMERGENCY EVACUATION SIGN



**15 LAKE STREET**  
Varsity Lakes, QLD  
**GROUND FLOOR**

ADI TRAINING

**ASSEMBLY AREA MAP**

LEGEND: FIRE EXTINGUISHER, FIRE HOSE REEL, FIRE HYDRANT, MANUAL CALL POINT, FIRE INDICATOR PANEL, EWS, E.W.I.S., WARDEN INTERCOM, LIFT, STAIRS, FIRE EXIT, EXIT ROUTE, ASSEMBLY AREA



## Other Information

### Medical Students/ Nurse Students

We have **Bond University** and **Griffith University** medical students doing their GP placements at our clinic. If you are seeing your doctor 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.**

Similarly we have nurse students coming for GP practice training for their placements from University of Southern Queensland, Griffith and southern cross through PHN. Please advise the nurse or reception If you do not wish to have them present in the treatment room.

### 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.**

### 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.

## Important Phone Numbers

<b>Gold Coast Medical Precinct</b>	07 5562 2910	<a href="http://www.gcmp.com.au">www.gcmp.com.au</a>
<b>Ambulance, Fire &amp; Police</b>	<b>000</b>	
Ambulance (Non-Urgent)	131 233	
<b>Robina Hospital</b>	07 5668 6000	
<b>Gold Coast University Hospital</b>	1300 744 284	
After Hours & Home Visits <b>Chevron</b>	07 5532 8666	
After Hours & Home Visits <b>Medcall</b>	07 5531 1224	
<b>QML Pathology</b>	07 5571 4466	
<b>S&amp;N Pathology</b>	07 5573 8800	
<b>Healthscope Pathology</b>	1800 195 596	
South Coast <b>Radiology</b>	05 5580 9900	
<b>Q Scan</b>	07 5526 6500	
Paradise <b>Ultrasound</b>	07 5539 2555	<i>Ultrasonounds only</i>
Uniradiology	07 5531 9300	
<b>Women's Imaging</b>	07 5564 0851	<i>4D ultrasonounds for antenatal</i>
<b>Iris Imaging</b>	07 5573 3580	
<b>Red Cross</b>	07 5539 7000	
Terry White Chemists	07 55622079	
<b>Tree Tops Pharmacy</b>	07 5593 7100	
Chemist Warehouse <b>Robina</b>	07 5562 1966	
<b>Soul Pattinson Pharmacy</b>	07 5578 9977	
Amcal <b>Nobby Beach</b>	07 5572 7727	<i>After hours</i>
Amcal <b>Palm Beach</b>	07 5534 2773	<i>After hours</i>
<b>Southport After Hours</b>	07 5591 2254	<i>After hours</i>
<b>Gold Coast Public Health</b>	07 5509 7222	<i>Vaccine enquiries</i>
<b>BCG Vaccination</b>	07 3176 4141	<i>Princess Alexandra Hospital</i>
<b>BCG Vaccination (private)</b>	07 5566 8444	<i>QML</i>
<b>BCG Vaccination (private)</b>	07 5573 8800	<i>S&amp;N</i>
<b>Yellow Fever Vaccination</b>	07 5571 1033	
<b>Medicare Enquiries</b>	132 150	
<b>Psychologist – Female</b>	07 5562 2910	<i>Bulkbills with a MHCP</i>
<b>Robina Police Station</b>	07 5578 8988	
<b>Taxi</b>	131 008	