



GRACE MEDICAL SKIN AND VEIN CENTRE

16 Princess St, East Bundaberg
Ph: 07 4152 8667 Fax: 07 4153 5424
Email: office@gracemedical.net.au
www.gracemedical.net.au

SURGERY HOURS

Monday to Thursday 8:30am – 5:00 pm
Friday 8:30 am - 1:00 pm
Closed Saturday, Sunday, and Public Holidays.

FOR MEDICAL EMERGENCIES

Phone 000 (QAS)

NON URGENT AFTERHOURS MEDICAL CONSULTATIONS

Hello Home Doctor

Phone: 134-100 (Bulk Billed Service)

IWC Urgent Care Clinic

Targo street, Bundaberg

Phone: 07 4199 7654

The Friendlies Emergency Department

19/23 Bingera Street, West Bundaberg

Phone: 07 4331 1777 (Non Bulk Billed Service)

On Call Grace Medical Skin and Vein Doctor

Ph: 0432 075 152

(Call out fee \$500/- applies)

Doctors

Dr Preshy Varghese (Practice Principal) MBBS Dip Dermatology MMed FRCS FRACGP - Skin and Veins

Dr Sanghmitra Bilwani MBBS, FRACGP, DRANZCOG - Skin

Dr Kiat Cheng MBBS, FRACGP, BHSc - Skin

Dr Sheril Varghese MBBS, FRACGP - Skin

Dr Jeanette Wimbus MBBS, FRACGP - GP

Practice Director - Mrs Deepa Varghese

Practice Manager - Ms Fiona Goode Diploma of Practice Management

Nurses - Ms Chloe Curtis EN, Mrs Mandi Dawson, Mrs Vicki Parsons RN.

Reception Staff - Mrs Molly Furnish, Ms Karen Smith, Mrs Alison Henry.

GENERAL MEDICAL SERVICES

- General Practice Consultations for acute medical conditions
- Chronic Disease management- Diabetes, COPD & Asthma, Heart Failure, Kidney Failure, Pain management.
- Aged Care – Nursing Home and Retirement Village (Carlyle Garden) visits
- Travel Medicine
- Immunisations for children and elderly
- Dermatology and Advanced Skin Cancer Management
- Varicose Vein Treatment and Chronic Leg Ulcer Management
- Minor Operations- Ingrown Toe nail excision, Carpal tunnel release and Trigger finger release, Excision of Lesions, Sebaceous cysts, lipomas etc.
- Sports Medicine & Musculoskeletal injuries
- Suturing of lacerations and initial management of fractures
- Child Health- Neonatal & Child Health checkups & Immunisations
- Women's Health & Antenatal Care
- Men's Health
- Preventative Health

SPECIALITY SERVICES AND GPs WITH SPECIAL INTERESTS

Dermatology, Skin Cancer Medicine

Dr Presly Varghese MBBS Dip Dermatology MMed (Skin Cancer Medicine) FRCS FRACGP

Dr Sheril Varghese MBBS, FRACGP

Dr Sanghmitra Bilwani MBBS, DRANZCOG, FRACGP

Dr Jeanette Wimbus MBBS, FRACGP

Dr Kiat Cheng MBBS, FRACGP, BHSc

Varicose Vein Treatment and Chronic Leg Ulcer Management

Dr Presly Varghese MBBS, Dip Dermatology, MMed (Skin Cancer Medicine), FRCS, FRACGP

- Certificate Sclerotherapy
- Certificate Phlebology Ultrasound
- Member Australasian College of Phlebology

Women's Health & Antenatal Care

Dr Sanghmitra Bilwani MBBS, DRANZCOG, FRACGP

Dr Jeanette Wimbus MBBS, FRACGP

INTRODUCTION

Grace Medical Skin and Vein Centre is a specialised skin care and vein treatment centre which includes a family medical practice. We are committed to providing comprehensive general care to all individuals and families in our community. Our aim is to provide easy access for the best medical care at the right time of need. Our mission is **‘Care with Compassion’**

APPOINTMENTS

ROUTINE STANDARD APPOINTMENTS (15 mins)

Our surgery operates on an appointment only basis. Appointments are made through phone bookings and face-to-face bookings within the clinic. Our practice phone can be called during working hours. If you call outside of our working hours, you can leave a message on the recorded telephone message system. Our receptionists will contact you as early as possible the next working day. Please book in advance to schedule a routine appointment. Please advise the receptionist at the time of booking, briefly about the purpose of your appointment and your preferred doctor. Reception will attempt to book appointments with your preferred doctor, however if they are unavailable you will be offered an appointment with another doctor within the practice. If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each member.

LONG APPOINTMENTS (20 mins or more)

Please advise the receptionist in advance if you need a longer appointment (eg: Care Plans, Counselling, PAP smears, Antenatal check-up, Workers Compensation, Drivers Licence etc.). *Longer appointments are not allowed at the time of consultation if you booked for a standard appointment.* Doctor may ask you to make a longer appointment on another day.

EMERGENCY APPOINTMENTS

We will try to make ‘fit in’ appointments on the same day for all urgent matters eg: severe headaches, back aches, injuries and wounds, high fever & vomiting, acute paediatric medical conditions – high fever, vomiting, croup, asthma, drug reactions etc. You may be transferred through to nursing staff for further triaging depending on the nature of the urgency. For your safety, if you have a situation that is determined to be more serious or need more urgent attention than the practice can provide, you may be advised to call 000 or present to the nearest hospital emergency department.

On weekends, public holidays and after hours, you are advised to contact 000 for medical emergencies or the Hello Home Doctor on 134 100, or IWC urgent care (07) 4199 7654 for non-urgent matters.

TELEHEALTH CONSULTATIONS

Telehealth refers to the use of information and communication technologies to deliver health services to patients of our practice when face-to-face consultation is not possible or not appropriate due to infection control management or other factors. Telehealth can take the form of telephone or video conferencing consultation between a practitioner and a patient. Please speak to reception about the eligibility of a telephone consult when booking your appointment.

Walk-in appointments are accepted but triaged by our available nurses. If you feel you need urgent attention, please advise reception staff upon your arrival or present to the nearest emergency department. If you have a wound that needs urgent attention, please notify staff immediately so prompt care can be actioned.

LATE APPOINTMENTS

The doctors do strive to see patients as close to the booked appointment time as possible. Many times doctors may be running late due to various reasons. Our reception staff will endeavour to keep you as informed as possible. If your doctor is running late, you may choose to wait or reschedule to the next available appointment.

If you start to feel severely unwell in the surgery or have any distressing symptoms please advise a staff member. Reception may involve nurse assistance depending on the situation.

Please feel free to phone prior to your appointment to check if your doctor is running late. Our staff will keep you informed of delays.

Please inform the reception staff if you are running late for your appointments. They will reschedule to another day or make appointment with next available doctor.

MISSED APPOINTMENTS

If you would like to cancel a scheduled appointment, you are advised to inform us at least 2 hours before the appointment or you will incur a non-attendance fee of \$75.00. If you miss three appointments without cancellation, you will be charged a fee of \$100. No further appointments will be booked until this invoice has been paid.

NURSING HOME & HOME VISITS

Home visits are available only for GP patients registered with Grace Medical Skin and Vein Centre. These are to be booked with reception upon discussing the reasoning and eligibility with the treating doctor. Grace Medical Skin and Vein Centre does not participate in nursing home visits at this current point of time.

AFTERHOURS VISITS

Our doctors provide an afterhours GP service for patients of Grace Medical Skin & Vein Centre who reside in the Bundaberg Region. You can phone the doctor on 0432 075 152, there is a private fee of \$500 for after hours GP services in which is not claimable through Medicare.

CONSULTATION AND SERVICE FEES

Grace Medical Skin and Vein Centre **IS NOT** a bulk billing practice. Bulk billing for General Practice patients is at the discretion of the treating doctor only, or for a patient who holds a DVA Gold Card and permanent patients who are children up to age 16. Skin and Vein appointments are privately billed. All billing remains at the discretion of the treating doctor. Please check with reception for costs when you make appointments. Our standard service fees are displayed at the reception desk. You can discuss quotes with your doctor and the gap fees for any of your procedures.

PATHOLOGY AND X-RAY RESULTS

Doctors prefer to discuss results and reports in person at an appointment. For confidentiality reasons results will not be discussed with anybody other than the patient, carer or parent/guardian. Reception staff are never able to discuss the results of any test, over the phone or during face-to-face conversation. Only Doctors and nurses can advise you about your results. If your results are urgent the practice will endeavour to contact you for an appointment straight away and book you an appointment within 48 hours. We will try to contact you via your preferred contact number, however if we are unsuccessful a letter will be sent to your registered address. If you are not able to be contacted or fail to comply with appointments, the practice will not be responsible for any adverse outcomes.

Grace Medical Skin and Vein Centre does not accept delivery of any X-rays over the counter. It is the responsibility of the patient to collect their X-rays and make a review appointment with their Doctor.

TELEPHONE CALLS AND TELEPHONE MEDICAL ADVICE

We are unable to transfer requested phone calls through to doctors during consulting times. If the nature of the request is urgent, you may be transferred through to a nurse for advice. If the nature of the request is non urgent, you can leave your details and a brief description of the reason for the requested call, which will then be passed on to the doctor concerned. This however, does not guarantee a phone call from the doctor. It will be up to the doctor if and when they return your call.

The practice prefers not to give any medical advice over the phone. However, if you call and ask for the advice of a nurse or doctor you may be asked to provide your contact details so that the relevant medical professional can call you back. Phone calls received by the practice that are deemed an emergency situation are often transferred to a nurse or doctor.

INTERNET/EMAIL CONTACT

The Practice has a web site www.gracemedical.net.au and patients are welcome to visit the site for general information. The practice email address is office@gracemedical.net.au. You are welcome to email your enquiries or suggestions to improve our services. Emails are checked by 'non-medical' staff daily, if your matter is urgent, we recommend you to phone the practice. We will try to reply your enquiries as early as possible. *No medical advice will be given through email due to confidentiality reasons.*

PATIENT CONFIDENTIALITY

To ensure the security of your medical details, all employees and contractors of Grace Medical Skin and Vein Centre are required to sign a confidentiality agreement, which survives the expiration of their contract of employment and is enforceable by law. You may request a copy of our privacy policy from our staff members or view on our website www.gracemedical.net.au

PATIENT RIGHTS

All patients of legal age have the rights to get information and make their own decisions to choose appropriate health care. All patients have the right to refuse treatment, but will have the ultimate responsibility of the consequences.

ZERO TOLERANCE FOR UNEXCEPTABLE BEHAVIOR

Grace Medical Skin and Vein Centre is a place of respect for our doctors, staff and patients. Violent, aggressive or abusive behavior towards any member of our practice team or patients will NOT be tolerated. Any person found to be behaving in this way, either in the practice or via telecommunications, will be removed from the practice and if deemed necessary, the police informed. Patients, who behave in a violent, aggressive or abusive way to practice staff or other patients on the premises, will be removed from the practice list with immediate effect and the incident will be reported. For a copy of the full version of our Practice Zero Tolerance Policy, please ask reception.

RECALLS AND REMINDERS

Management of Chronic Disease is necessary to minimise medications and hospital stays. Our clinic promotes preventive health care and may contact you for appointments on a regular basis to help you manage your chronic disease such as diabetes, asthma, cardiac conditions etc. All patients over the age of 75 years are encouraged to participate in an annual Health Assessment when contacted by the practice. **National, State, Territory Reminder System.** Our practice participates in National, State and Territory Reminder Systems. Please advise reception if you wish to opt out.

SHARING OF PATIENT INFORMATION, ENGAGING WITH OTHER SERVICES AND REFERRALS

A patient's personal health information is only used and/or disclosed for purposes directly related to their health care and in ways that are consistent with patient's expectations. In the interests of the highest quality and continuity of health care this may include sharing information with other health care providers involved in the patient's care. Referrals and other communication containing patient information are sent to specialists and allied health professionals by fax or safe encrypted electronic form or by eHealth if patient is registered with myHealth Record.

In addition, there are circumstances when information has to be disclosed without patient consent, such as:

- Emergency situations
- By law, Doctors are sometimes required to disclose information for public interest reason, e.g. mandatory reporting of some communicable diseases.
- It may be necessary to disclose information about a patient to fulfil medical indemnity insurance obligations.
- Provision of information to Medicare or private health funds, if relevant, for billing and medical rebate purposes.

This practice submits patient data to various disease specific registers (cervical, breast, bowel screening etc) to assist with preventative health management. If you do not want to be placed on these registers, please speak with the doctor or nurse.

COMMUNICATION & INTERPRETER ASSISTANCE

If a patient is hearing impaired or deaf, they will be offered the assistance of an AUSLAN interpreter for their consultations. If a patient primarily speaks a language other than English and has difficulty communicating in English they will be offered the assistance of an interpreter (TIS-131 450) and the available option to have documents translated to various other languages. For patients with psychical disabilities, we ensure appropriate access to health care needs within the practice along with potential telehealth consultations where clinically acceptable.

PATIENT FEEDBACK & COMPLAINTS

We always value your feedback to improve our services. If you have any suggestions for improving our services, please email your valuable comments to office@gracemedical.net.au. If you are unhappy with any aspect of the care you receive from this practice or any of the staff dealings including Doctors, nurses and reception staff, please talk to the Practice Manager. We believe that problems are best dealt within the practice.

However, you may prefer to contact the Office of the Health Ombudsman, contact detail is: PO Box 13281 George Street, Brisbane Qld 4003. Ph: 133 646, Fax: (07) 3319 6350. For data breaches, you may contact the Office of the Australian Information Commissioner on Phone: 1300 336 002, Email: mailtoenquires@oaic.gov.au or Post: GPO Box 5218, Sydney NSW 2001

Fee Schedule for Grace Medical GP Practice Permanent Patients General Consultations*

	Fee	Medicare Rebate	Out of Pocket (oop)
Level A Consultation	\$55.00	\$19.60	\$35.40
Level B Consultation	\$80.00	\$42.85	\$37.15
Level C Consultation	\$115.00	\$82.90	\$32.10
Level D Consultation	\$155.00	\$122.15	\$32.85

Concession Card holder Patients General Consultations*

	Fee	Medicare Rebate	Out of Pocket (oop)
Level A Consultation	\$45.00	\$19.60	\$25.40
Level B Consultation	\$70.00	\$42.85	\$27.15
Level C Consultation	\$105.00	\$82.90	\$22.10
Level D Consultation	\$145.00	\$122.15	\$22.85

Casual/Visiting/New Patients Consultations*

	Fee	Medicare Rebate	Out of Pocket (oop)
Level A Consultation	\$70.00	\$19.60	\$50.40
Level B Consultation	\$95.00	\$42.85	\$52.15
Level C Consultation	\$130.00	\$82.90	\$47.10
Level D Consultation	\$170.00	\$122.15	\$47.85

Skin Check Consultations*

	Fee	Medicare Rebate	Out of Pocket (oop)
Full Body	\$160.00	\$42.85- \$82.90	\$117.15 - \$77.10
Biopsies/Excisions		Doctor to Advise	

Vein Consultations*

	Fee	Medicare Rebate	Out of Pocket (oop)
Vein Consult	\$90.00	\$42.80	\$47.20
Vein Scan	\$400.00	\$138.80	\$261.20
Sclerotherapy	From \$200.00	From \$106.35	From \$93.65
USG Sclerotherapy	From \$900.00	From \$106.35	From \$93.65
Radiofrequency Ablation (Single Leg)	From \$3000.00	From \$516.75	From \$2483.25
Radiofrequency Ablation (Bilateral)	From \$4500.00	From \$775.15	From \$3724.85