

Travel Vaccinations

As a member of Travel Clinics Australia we have access to the most up-to-date travel health information. You will need to plan well ahead for vaccinations as some courses take several weeks to complete. If you are planning a trip, please give us a call and we will send out a questionnaire that will help us identify your requirements.

Workers Compensation

Workers Compensation patients are treated at the expense of their workers compensation insurer. You are requested to inform your treating doctor on your first visit that you are making a Workers Compensation claim for a work related injury or illness. You will be required to complete a form which includes your employer's details as well as your signature. The practice does not bill workers compensation directly, you will be asked to pay for your consultation on the day and claim the refund from your insurance company or employer. Once you have a claim number, we can then bill WorkSafe Qld.

Feedback/Complaints

The doctors and staff strive to provide you with the best possible medical service. If you would like to offer some feedback to improve our service or have a complaint please let us know in writing. You do not have to leave your name. We have a feedback box located in reception or you can email your feedback to qi@tsmp.net. Alternatively complaints can be sent to The Office of the Health Ombudsman website www.oho.qld.gov.au.

Medical Students

As we are proud to be involved in the training of medical students from James Cook University. Occasionally there may be students sitting in during your consultation. The doctor will always inform you if this is to happen. If you would prefer that the student not be present please let the doctor or reception staff know.

Privacy Policy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff and other necessary users within the health system such as general practice accreditation organisations.

Suggestions for appointments

- If you have a couple of issues to discuss, please ask for a long appointment
- Check your prescriptions before you come to ensure you have enough medications
- Please let reception know your appointment is for a vaccination as we will need to book time with the nurse as well
- If you are having sutures removed or a dressing, please let reception know when you arrive
- If you are having an assessment for insurance you will need a long appointment. Fill in as much information you can on the form prior to your appointment
- Bring your medicare and pension card (if applicable) with you so you so we can verify your details

Doctors

Dr Kevin Arlett
Dr Peter Gianoulis
Dr Amy Keys
Dr Darren Kennedy
Dr Susan Retallick
Dr Phong To
Dr Kathleen Rose
Dr Jessica Rademaker
Dr Zac Miles
Dr Rebecca Schembri
Dr Megan Arlett
Dr Kirryn Jensen
Dr Erin Mogg
Dr Jacqueline Swanton

Physiotherapist

Debra Melrose

Dietician

Allison Hillary

Quality Improvement

Lisa Pemmelaar

Practice Manager

Jodie Pemmelaar



PRACTICE INFORMATION

For all your family health, sports & travel medicine

p. (07) 4779 5077

f. (07) 4779 0311

w. www.tsmp.net

130 Charles St, Cranbrook

Mon-Fri 8.30am–5.30pm

Sat 8.30am–12.00pm



TOWNSVILLE & SUBURBAN
MedicalPractice



Practice Information

Welcome

TSMP has been providing patient-centred care for over 50 years. Our mission is to inspire people along their journey through life. We strive to be a caring and empowering provider of health care.

Appointments

For your convenience, online bookings can be made at www.tsmp.net or you can book via our app AMS Connect. Appointments are required to see a doctor and Saturday appointments are taken on the day.

Please let the receptionist know if the consultation involves a minor operation, pap smear, vaccination or a number of issues. This will allow an appropriate length of time to be booked.

Billing Policy

The practice is a private billing practice. This means that you pay the full fee on the day of your appointment. Following your appointment you are normally entitled to a Medicare rebate. To obtain your rebate you are now offered a choice:

- Easyclaim (instant rebate onto your preferred card)
- Medicare Online lodgement where you have previously lodged your bank account details with Medicare.

Fees

Consultation	Practice Fee	Discounted Fee	Medicare Rebate
Standard 15 min	\$85.00	\$70.00	\$39.75
Long 30 min	\$140.00	\$122.00	\$76.95
Extended 45min	\$195.00	\$182.00	\$113.30

Nursing Staff

Experienced nursing staff are on duty from 8.30am to 5.30pm Monday to Friday and 9.00am to 12pm on Saturdays by appointment. Our nursing staff ensure the best care is available for patients.

After Hours Service

The after hours service can be utilised by contacting the After Hours GP Helpline on 1800 022 222 or House Call Doctor service 13 55 66. The Mater Hospital Emergency Department is open from 7am - 10pm. For more details of these services please ask reception.

Home Visits

Doctors may be able to provide a home visit in certain circumstances. A phone call as early as possible will assist your doctor with making a decision about how best to see you.

Test Results

Your doctor will advise when they expect pathology and radiology results to arrive at the practice. You will generally be notified by SMS. Patients are asked to contact the practice if they have not received a message.

Accidents & Emergencies

Accidents and emergencies will be attended to immediately and assessed. We appreciate patient's understanding if inconvenienced by the disruption of an occasional emergency.

Telephone Appointments

Doctors can provide telephone appointments if you are unwell or are unable to attend the practice. If you have attended face-to-face within the last 12 months there will be a Medicare rebate. Telephone appointment fees are the same as standard appointments.

Specialist Referrals

You require a referral from your doctor before seeing a specialist in order to obtain your maximum Medicare rebate. Referrals are valid for a period of 12 months. Please make sure you have a current referral prior to your appointment as it is an offense for a doctor to "back date" a referral.

Repeat Prescriptions

We encourage you to ask for any repeat prescriptions in a normal consultation. If this is not possible, urgent repeat scripts may be requested over the phone or via our AMS connect app or on our website. In order to get a repeat prescription it must be for medication that one of our doctors has prescribed on a regular basis. In addition to this you will need to have seen one of our doctors in the last 6 months. Script requests without an appointment will incur a \$25 fee that is not refundable through Medicare. Please allow 2-3 days for these to be completed.

Services

- Childhood immunisations
- Minor surgical procedures
- Travel medicines and vaccinations
- Antenatal care and pregnancy tests
- Cervical screening tests
- Contraceptive implants
- Chronic condition management
- Women's and Men's Health
- Platelet Rich Plasma Injection (PRP)
- Iontophoresis for soft tissue injury
- Spirometry (lung capacity test)
- Electrocardiograms (ECG)
- Audiometry (hearing test)
- Pre-employment medicals
- Driver's Licence Medicals
- Worker's Compensation Consultations
- Pathology Testing
- Nutrition advice with our dietician