

Workers Compensation

Workers Compensation patients are treated at the expense of their Workers Compensation Insurance Company. 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.

Feedback/Complaints

The Doctors, Practice Manager 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. Alternatively complaints can be sent to The Office of the Health Ombudsman website www.oho.qld.gov.au

Townsville Hospitals

Townsville is serviced by a private hospital and one public hospital. The doctors at our practice maintain admission privileges to the private hospitals.

Medical Students

As we are heavily 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 tell the doctor or reception staff.

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.

Telephone Access to Health Professionals

You may contact us during our normal opening hours if you wish to speak with your doctor, nurse or other health professional. Incoming telephone calls to the GP's are restricted to matters of medical urgency only, however a message for your GP will be taken and your call will be returned as soon as possible.

Suggestions for appointments

- If you have a couple of issues to discuss ask for a long appointment
- Check your prescriptions before you come to ensure you have enough medications
- Children's vaccinations are normally done between 9am and midday and 1pm to 5pm. Please let reception know it is for a vaccination
- If you are having sutures removed or a dressing, please let reception know when you arrive
- If you are having a Medical for an insurance you will need a long appointment. Fill in as much information you can on the form prior to your appointment
- Bring your health care or pension card with you so you can be charged the correct amount.

Our Doctors

Dr Kevin Arlett
Dr Peter Gianoulis
Dr Lisa Wong
Dr Amy Keys
Dr Darren Kennedy
Dr Susan Retallick
Dr Phong To
Dr Beverly Raasch
Dr Brogan Logan
Dr Danielle Carter

Practice Manager

Paul Goulding

Finance Officer

Lisa Lawlor

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 8.00am–6.00pm

Sat 8.30am–12.00pm



TOWNSVILLE & SUBURBAN
Medical Practice



Practice Information

Welcome

Our mission is to help you live a healthier and more satisfying life through holistic and continuing primary health care in an environment that is compassionate and professional.

Telephone Calls

In some circumstances patients may call the practice to receive results over the phone. Unfortunately Doctors are unable to have phone consultations, however a message can be left and someone from the practice will get back to you.

Appointments

Appointments are required for all doctors between 8am and 6.00pm Monday to Friday. Appointments for Saturday morning are taken on the day.

Please let the receptionist know if the consultation involves a minor operation, pap smear or a number of issues so that a long appointment may be booked.

Longer consultations are available on request. All patients are at liberty to see the doctor of their choice. For your convenience, online bookings can be made. Bookings can be made through our FB page or on our website. You will be redirected to the Docappointments website or application.

Nursing Staff

Experienced nursing staff are on duty from 8.30am to 5.30pm Monday to Friday and 8.30am 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. For the details of these services please ask reception for a brochure.

Home Visits

If you are too ill to attend the surgery, you may be seen at home. A phone call as early as possible will assist your Doctor in scheduling home visits.

Test Results

Your doctor will advise when they expect results (such as pathology and radiology) to arrive at the practice. Patients are asked to contact the practice to obtain the results of their ordered test.

Accidents & Emergencies

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

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:

- You may present your receipt to the Medicare office.
- You may post your claim to the Medicare office.
- We can lodge your claim for you via the Medicare online system when you have lodged your bank account details with Medicare.

Fees

Consultation	Practice Fee	Pensioners Fee	Health Card Holder	Medicare Rebate
Standard 15 min	\$81.00	\$57.00	\$67.00	\$37.60
Long 30 min	\$126.00	\$99.00	\$110.00	\$72.80
Extended 45min	\$186.00	\$148.00	\$159.00	\$107.15

Specialist Referrals

Health Insurance regulations 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. It is an offense for a doctor to "Back Date" a referral, so it is necessary to obtain your referral prior to your Specialist Appointment.

Services

- Travel Medicine
- Pre Employment Medicals
- Exercise Physiology
- Immunisations and Vaccinations
- Minor Surgical Procedures
- Wound and Ulcer Care
- Platelet Rich Plasma Injection (Arthritis)
- Spirometry (Lung Capacity Test)
- Pregnancy Test
- Pap Smears
- Driver's Licence Medicals
- Care of Chronic Conditions
- Worker's Compensation Consultations
- Pathology Testing
- Nutrition Advice
- Ante-Natal Care
- Diabetes Assessment and Management
- Ionto Treatment for Soft Tissue Injuries

Repeat Prescriptions

Urgent repeat scripts may be requested over the phone. 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 few months. For telephone scripts there will be a minimum wait of 3 working days and these will incur a \$12 fee that is not refundable through Medicare. For same day scripts the fee is \$20. Pension discounts apply.

Travel Vaccination

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.