

Noosa General Practice
197 Weyba Road, Noosaville Qld 4566
Telephone: 07 5474 1066

Patient Information Sheet

Practice Hours

Monday to Friday **8.30am – 5.00pm**
Saturday **8.30am – 12.30pm**

Closed Sundays and Public Holidays

Practice Staff

Dr Emma Sian Hebron graduated from London University in 1988. She has a special interest in women's health, family planning, depression and children's health and treatment of anxiety and depression.

Dr Paul Woodhouse graduated in the United Kingdom. He has a special interest in Children's health, sports medicine, ENT and asthma.

Dr Graeme James graduated from the University of Melbourne, Graeme has broad experience in all aspects of general medicine. He is a registered Implanon and yellow fever provider and the director of our Travel Medicine and Vaccination Service.

Dr Mick Dean graduated from the University of Queensland. As well as his GP fellowship, Mick has a diploma in Obstetrics and Gynaecology and an interest in skin cancer.

Dr Rosemary Thompson graduated from Sydney University Oct 1978 and has a special interest in women's, adolescent and children's health. Rosemary is also interested in skin conditions (including skin cancer screening) and geriatric and mental health.

Practice Manager Carol Vona

Registered Nurses Elise and Janice

Receptionists Karryn, Kym and Jane

Accreditation GPA Plus

Noosa General Practice has full accreditation to the RACGP Standards for General Practices

Appointments

The surgery operates on an appointment system; however we do accommodate for walk in patients where possible. A standard appointment is scheduled for 15 minutes and will usually be adequate to deal with most health issues. Patients can request to see their preferred doctor. Staff will need to be advised if the consultation is in relation to a work cover incident. Please book a longer appointment if you are making an appointment for an employment or insurance medical, procedure/complex or multiple medical problems. Appointment times are held aside each day for emergencies, sick children and same day urgent reviews.

After Hours Care

Our surgery is Monday to Friday 8.30am-5.00pm and Saturday 8.30am – 12.30 pm we are closed Sundays and Public Holidays. For medical care outside our opening hours call Home doctor service (fully accredited service) on 137425. This organisation can facilitate a home visit to regular patients of our surgery. Further details regarding this service can be obtained from staff at this practice. For any serious accidents or emergencies please proceed to Noosa Hospital (Goodchap St Noosaville ph 54559381)

Home Visits

Home visits are available for regular patients whose condition prevents them from attending the surgery. (The practice has decided that a reasonable distance for home visits is within 5km from our surgery) and usually attended during non surgery sessions.

Fees and Billing Arrangements

A copy of our fee schedule and billing policy is located at reception. All patients will need to finalise their accounts at the time of consultation. Our reception staff can help you claim your Medicare Rebate on same day service

through the practice. You cannot claim money from Medicare if you do not hold a current card. (Payment facilities include Eftpos, MasterCard, visa and cash). Please phone 54741066 for a full explanation in relation to our fees if required

DVA Gold Card Holders are billed directly to Veteran Affairs. Concession card holders and Children under 16 yrs will be directly bulk billed.

Vaccines

Patients are encouraged to take advantage of free vaccines made available by the Federal and State Governments. Please ask our nursing staff or your doctor for further details, we also offer advice on travel medicine and have travel vaccinations available on-site to purchase.

Repeat Prescriptions

We would ask that you attend your doctor (or if your usual doctor is not available, one of the other doctors) in order to receive further prescriptions for your medications. This enables us to monitor your health and fulfil our ethical and legal responsibilities.

Sickness Certificates

A certificate can only be issued after an examination by a doctor, therefore an appointment needs to be organised.

Interpreter Service

We can help you organize an interpreter to assist with any language barriers using an "over the phone" the Telephone Interpreter Service 1300 131 450 when required.

Telephoning your Doctor

Doctors in this practice may be contacted by phone during surgery hours. A message will be taken and your call will be returned when the doctor is available.

Recalls and Reminder System

It is important for you to keep our records of your current address and details updated at all times, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail, SMS txt or email offering you an appointment in relation to preventative healthcare. Our surgery has a recall system in place and our doctors participate in National and State registered programmes such as; Pap smear and breast screen registers. If you would prefer to opt out of these registries please advise your doctor.

Management of your files

Your medical information is confidential; however Noosa General Practice often forwards certain medical information to other medical organizations i.e. Immunisation Register. This is normal practice and is only for the benefit of patient health. All information at Noosa General Practice is handled according to the present Privacy Act. Should you require further details, please speak to the Practice Manager (details below).

Patients Participation and Inclusion in decisions about their Health Care

Our doctors, nurses and other healthcare workers inform their patients of the purpose, importance, benefits, risks and possible costs of proposed investigations referrals or treatments, including medicines and medicine safety. We believe that patients need to receive sufficient information to allow them to make informed decisions about their care.

Health Promotion and Preventative Services

For the continuing management of our patient's health we utilise a systematic reminder system to provide health promotion, preventative care and early detection of disease. Where opportunities exist we also coordinate with other health professionals and key agencies to achieve health promotion and preventative care objectives. We are working towards a systematic approach to the entry of patient data in the medical records to facilitate the search, extraction and utilisation of patient information for our prevention and screening activities

Allied Health Providers - Referrals and Other services

The practice has an up to date computerised directory of local allied health providers, community and social services and also local specialists to assist when choosing practitioners to facilitate optimal patient care. This information includes different referral arrangements and how to engage with these providers to plan and facilitate care. We use security encrypted emailing service provided by referral client approved by the Royal Australian College of General Practitioners.

Receiving Results

It is the policy of this practice to have all patients return for a consultation for their results; however a nurse may give Pap smear results to patients over the phone. Only under special circumstances and if this is organized by the Doctor during your initial consultation can the doctor be contacted and give results.

Patient feedback

If you have any concerns or suggestions or ideas to improve our service, please phone or write to:

Carol Vona, Practice Manager to the above address.

Phone: (07) 54741066 Fax: (07) 54405569 Email: practicemanager@noosagp.com.au

However, if there is a problem that you feel we cannot address please refer to: OHO – Office of the Health Ombudsman P.O. Box 13281 George Street, Brisbane Q 4003 Telephone 133 646 www.oho.qld.gov.au