

*This practice offers a comprehensive service with an emphasis on high quality consultation and procedural services. Our doctors have broad experience in the full range of general practice and family care. We have **special interests** in skin disease, children's health, women's health, pregnancy care, men's health, travel medicine, diving medicine, diabetes and asthma care, preventive healthcare, chronic disease management and aged care.*

You may receive a reminder notice from time to time reminding you of preventative health services appropriate to your care. Please let us know if you do not wish to be included in this system. Our practice also participates in state and national reminder systems eg. Pap Smear registers, Immunisation registers. A translation service is available on request .

We practice the principles of Quality Use of Medicines and will always consider non-drug therapy for your condition if appropriate.

DOCTORS:

***Dr Siobhan MacDonald** available for all general medical needs. Particular interest in medical care for young families, has qualifications in pregnancy care, and also provides our diving medicine services.*

Dr Stacey Wirth** available for all general medical needs. Particular interest in mental health as well as health issues pertaining to women and children. **Stacey's books are currently closed, no New Patient appts until further notice.

***Dr Campbell McLaren** available for all general medical needs. Particular interest in Skin Cancer and family health*

***Dr Natalie Fonda** available for consultation for all general medical needs. Particular interest in Sexual Health and Family Medicine*

***Dr Joannah Chappel** available for all general medical needs. Joannah is interested in all areas of General Practice.*

SKIN CANCER CHECKS

The doctors hold qualifications in skin cancer medicine and use advanced technology to assist with skin cancer checks, surveillance of existing moles and sunspots and offer surgical removal of suspicious lesions. Skin cancer check examinations are bulk billed for patients who hold a current Pension or Health Care Card.

STAFF:

Our practice manager, Chris will be happy to assist with any queries or feedback about the practice.

Receptionists Jackie ,Jodie, Adele & Louise will be pleased to help you with queries about any aspect of how our practice operates.

Kym, Wendy & Susan are all registered nurses with additional qualifications in general practice. They bring a range of skills to complement the care provided by our doctors.

HOURS:

8am to 5.00pm Monday to Friday

APPOINTMENTS:

Routine consultation is by appointment but urgent needs (walk-ins) and emergency care are catered for as required. We operate a recall system for follow-up appointments for results, tests, and also for preventive checks - these recalls are in the best interests of your health and should be acted on as soon as you receive them.

We will always endeavour to accommodate you with an appointment with the doctor of your choice, however during busy times that is not always possible and you may be offered an appointment with a different doctor.

AFTER HOURS: Phone: **13 7425**

Home Doctor Service provides medical care for our patients outside of normal surgery hours. All consultations with the after hours doctors will result in a report back to your doctor at GPCare. Concession card holders and children under 16 years will be bulk billed .

PHONE CALLS: Urgent phone calls will be taken by the doctor at the time. In order to minimise interruptions to consultations, other calls will be returned at a mutually convenient time. Please assist the staff in determining your needs.

VISITS: Home visits are catered for both in and out of surgery hours.

For afterhours home visits please phone 13 SICK—13 7425.

REFERRALS:

Best practice is to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral, please advise our receptionist.

FEES:

All children under 16 years, Health Care Card holders (on presentation of a current card), Commonwealth Pensioner Health Benefit Cards and DVA card holders are bulk billed. We also Bulk Bill visits for skin checks.

All other patients are required to pay on the day of consultation.

A "standard" consultation is \$70.00.

A longer or more complex consultation is often required to fully attend to your medical problem and a higher fee of \$120 applies.

If you require a longer consultation please notify reception when making your appointment.

Please note that in order to keep waiting time to a minimum, multiple problems may need to be attended to over a series of appointments.

Certain visits, in-surgery tests (eg ECG, lung function), surgical procedures and some vaccines all require an added fee to the consultation. Please ask at reception for further details.

Personal disadvantage is considered—if you have difficulty with our fees, please discuss this with the doctor.

War veterans' fees are billed directly to the Department of Veterans' Affairs..

ELECTRONIC COMMUNICATION: Clinical questions cannot be answered via email. We have laws we need to abide by and one of those states communication must be via a secure network . Standard email is not secure.

We aim to work with you in caring for your health and place a high value on the patient-doctor partnership.

Courtesy, compassion and high-quality medical care are the keys to achieving the best results for your healthcare needs.

Any feedback regarding our practice is valued and will be considered. Please communicate your suggestions to the doctors or staff.

Please feel free to discuss with your doctor or the staff if you have any complaints.

The Office of the Health Ombudsman can be contacted on 133 646

Confidentiality:

The privacy of all your personal & health information is highly guarded. All staff are aware of the need for absolute confidentiality and our records and communications systems are designed to secure privacy and confidentiality. Please ask reception if you would like a copy of our Privacy Policy.

Access to health records can be discussed with your doctor.

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.

Our practice provides access to Interpreter services for Non English speaking patients and for hearing impaired patients.

The Zone

32 Wises Road

MAROOCHYDORE

4558

MONDAY TO FRIDAY

8am to 5.00pm

By appointment

CLOSED

SATURDAYS SUNDAYS
AND PUBLIC HOLIDAYS

PHONE: (07) 5409 9800

FAX: (07) 5409 9899

www.gpcare.com.au

Email

reception@gpcare.com.au

PRACTICE INFORMATION BROCHURE



Dr Siobhan MacDonald

MBBS, Bsc, FRACGP Dip Obs, RANZCOG

Dr Stacey Wirth

MBBS, FRACGP

Dr Campbell McLaren

B.Pharm, MBBS, FRACGP

Dr Natalie Fonda

MBBS, FRACGP, BEH (Paramedic)

Dr Joannah Chappel

BVetBiol, MChD