

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.

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.

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.

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.

DOCTOR:

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.

STAFF:

Susan is a Registered Nurse and Kelly is an Endorsed Enrolled Nurse. They bring a range of skills to complement the care provided by our doctor.

Our practice manager, Chris will be happy to assist with any queries or feedback about the practice. Chris is based at our Maroochydore clinic and can be contacted on 07 5409 9800.

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.

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

REFERRALS:

Best medical 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.

HOURS:

8.30am to 4.30pm Monday , Wednesday and Friday

***HOURS MAY VARY DEPENDING ON
THE DEMAND FOR SERVICE.***

HOME VISITS: Home visits are catered for both in and out of surgery hours please speak to our team if you feel that you or your family member could benefit from a home visit.

AFTER HOURS:

IN AN EMERGENCY PHONE 000

Other contacts for after hours are:

Phone: **1343 2584** (13 HEALTH)

The GP Hotline: **1800 022 222.**

Gympie Hospital: (07) 5489 8444

Noosa Hospital: (07) 5455 9200

Nambour Hospital: (07) 5470 6600

Sunshine Coast University Hospital: (07) 5202 0000

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 to read 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.

GPCare Medical
7A Elizabeth Street
Kenilworth

Monday, Wednesday & Friday

8.30am to 4.30pm

By Appointment

HOURS MAY VARY DEPENDING ON
THE DEMAND FOR SERVICE

PHONE: (07) 5472 3914

FAX: (07) 5472 3916

www.gpcare.com.au

Email

kenilworth@gpcare.com.au

PRACTICE INFORMATION BROCHURE



Dr Siobhan MacDonald

MBBS, Bsc, FRACGP Dip Obs, RANZCOG