**IPSWICH HEAlTH Centre**

# practice information sheet

**Caring for your health**

Ipswich Health Centre is a General Practice offering a broad range of general health services including preventive health and chronic disease management.

We promote excellence in health by providing comprehensive and complete health care for the patients in our community.

Opening Hours

Monday to Friday - 9:00am to 5:00pm

Saturday, Sunday and Public Holidays - Closed

**Appointments**

Appointments can be made by phoning 07 3485 1016 any day of the week from 9am to 5pm.

Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor.

If you have several things to discuss or require more time with the doctor, please ask for a long appointment.

Urgent appointments are available if you are ill or injured on the day. Our receptionist will speak with you about your needs and organize a suitable appointment.

If you or a family member requires an interpreter service, we can organise this for you. Please make us aware when booking your appointment. For further information, please see Interpreter Service section below.

**Immunisations, other injections, ear syringes, dressings and procedures**

Please advise reception if you require one of these services, as you might also need to be booked in with the nurse who is available during the Week

**Results**

Practice staff will notify you of urgent results. It is very important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake including blood tests x-rays and open access endoscopy and colonoscopy. A “normal” result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed.

**Reminder System**

It is important for you to keep our records of your current address and details always updated, 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, email or telephone offering you an appointment in relation to preventative healthcare. If you would like to be removed from the practice reminder system, advise practice staff.

**Getting the most out of your appointment**

There are a number of things you can do to ensure you get the most out of your appointment:

* Write a list of the things you want to see your doctor about
* Check your scripts prior to coming.
* Ask your pharmacist if you have any repeat scripts left when you get scripts filled, and ring for an appointment as you fill your last repeat. That way you won’t run out of medication before your next appointment.
* Hand the list of your health concerns and any scripts or referrals you need to your doctor at the start of the consultation.

Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a subsequent appointment/s to properly attend to everything

**Referals**

Higher Medicare rebates are available for specialist’s services if you are referred by your GP. This assists in ensuring your specialist is made aware of any relevant information that may be needed to assist in your care.

Please ensure that you check with your specialist’s secretary about whether your referral is up to date when you make your specialist appointment. If not, please make an appointment to see your doctor prior to your specialist appointment. Medicare does not allow referrals to be backdated, so if you want to obtain the higher rebate for your specialist visit please see your doctor prior to seeing the specialists.

**scripts**

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose. Therefore, if you are on your last repeat please ring and make an appointment so you don’t run out of it. Scripts will not be written without review. If you think you will run out of your medication prior to your next appointment, please leave a message for your doctor with reception.

**Phone calls (receiving and returning)**

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

**Privacy in the practice**

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request.

**Privacy/Management of your Personal Health Information**

Your medical record is a confidential document, our policy is to ensure the security of your personal health information and is only available to authorised members of staff. A copy of our privacy policy is available upon request. In accordance with the Privacy Act (1988) all information collected in this practice is treated as “sensitive information”. To protect your privacy, this practice operates strictly in accordance with the Act. We use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g., pathology, x-ray).

**Transfer of Medical Records**

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form found at Reception. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. We will transfer a health summary free of charge, however a fee applies for documents over 5 pages. Please speak to reception for a quote. This will need to be paid before the records are sent.

**Communication Services and Access for Patients with special needs**

This practice provides a translator services for our patient’s. The clinic can arrange free telephone or in person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient’s consent. For those with a walking impairment or wheelchair bound, we have large entrance doors to our facility Assistance with wheelchair from our staff is available on request.

**Informed Patient Decisions**

 It is the policy of this practice that patients are informed of the purpose, benefit, risks and costs of proposed treatment or investigations. Patients will receive sufficient information to allow them to make informed decisions about their care.Our preference is for patients to attend the clinic as our Doctors do not visit patients in their home. If a patient is acutely ill, immobile, and elderly or have no means of transport to the practice, please call reception on 3485 1016 for discussion of other avenues. Fees may apply.

**Providing patient feedback**

At Ipswich Health Centre, it is important to us that we continually improve the way we deliver our services. To do this well we ask that you feel free to provide feedback. We have a suggestion box in the waiting room for your use. You can also provide feedback via the text message or email you receive following your appointment.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service related complaints contact the Office of the Health Ombudsman on 133 646 or visit the website <https://www.oho.qld.gov.au/make-a-complaint/>

**PRESCRIBING DRUGS OF ADDICTION**

It is a Policy of Ipswich Health Centre that new patients will not be prescribed drugs of dependence at the first visit. We follow guidelines and seek approval from the Monitored Medicines Unit (MMU) before prescribing any S8 or restricted S4 drugs.

**Fees**

At Ipswich Health Centre, we are a bulk billing practice and Medicare covers payment. We do take into consideration patients who hold Health Care Concession, DVA Cards or Pension Concession Cards.

Common fees are listed below and what the out of pocket expense is for patients who do not hold Medicare cards.

Monday to Friday

|  |  |  |
| --- | --- | --- |
| Service | Schedule Fee | Afterhours Fee |
| Standard Consultation | $39.10 | $51.00 |
| Long Consultation | $75.75 | $87.40 |
| ECG | $19.15 |  |
| Biopsy | $54.35 |  |

Please ask practice staff for more information if required.

**Health Assessments**

Ipswich Health Centre provides a range of preventative health services and health assessments based on each patient’s health care needs. The key aim of a health assessment is to provide a comprehensive overview of all aspects of your health and wellbeing. A health assessment can initiate extra assistance to maintain good health and prevent ill health in the future. Your doctor will always provide you with a written summary for you to keep so that over time you can monitor your progress towards achieving your stated goals.

Health Assessment’s include:

* Healthy Kids 4-year-old check
* Over 75’s Health Check
* People aged 45 to 49 at risk of developing a chronic disease People aged 40 to 49 with a high risk of developing type 2 diabetes
* Aboriginal and Torres Strait Islander health check
* Intellectual Disability
* Dept. Of Veteran’s Affairs

**GP management plans and team care arrangements**

A General Practitioner Management Plan (GPMP) is a written plan to help you manage a chronic and/or complex condition, e.g. diabetes, arthritis, heart disease, osteoporosis, cancer.

As part of your plan, your doctor may identify that you could benefit from the assistance of other Health Care providers. A Team Care Arrangement involves a minimum of two other health care professionals who will provide ongoing services in addition to your doctor, e.g. physiotherapy, dietician, podiatrist.

If you are unsure if you qualify for a plan, please see you doctor. Medicare Australia has restrictions on who can and cannot receive management plans.

**The team at Ipswich Health centre**

We have an experienced team who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care.

**General Practitioner:**

* Dr. Dr Vijay Akkineni FACRRM, FACEM, MD, DCH, CCPU, Grad Cert HSM
* Dr Tapan Paul MBBS, FRACGP, MPH, DCH(Syd)

**Specialists:**

* Dr Nirmala Naidu Sugnanam MBBS, CCFP, Fellow of RANZCOG
* Dr Jim Wong Bachelor of Medicine / Bachelor of Surgery, Univer, Fellowship of the Royal Australasian College of Physician

**Nurse:**

* Mrs Mariam Akol, Diploma of Nursing, TAFE Queensland, Australia, 2020

**After Hours Assistance**

To ensure our patients have access to 24-hour care, we have an arrangement with **13 Sick National Home Doctor** who can be reached on **13 74 25.**

###### **For emergencies dial 000**

Emergency care is available at Ipswich Hospital

**Our location**

1 Murphy St

Ipswich QLD 4305

Ph: 07 3485 1016

Fax: 07 3447 6416

Email: reception@ipswichhealthcentre.com.au