

Patient Information Sheet

Shop 8, 1 Santa Maria Court

Burleigh Waters QLD 4220

Phone: (07) 5568 6000

Fax: (07) 5568 6099

Practice Hours

Monday to Friday: 8.00 am - 6.00 pm

Saturday: 8:00 am – 11:00 pm

Sunday: CLOSED

Public Holidays: CLOSED

About Our Medical Centre

Eastbrooke Family Clinic Burleigh Waters is located at 8/1 Santa Maria Court, Burleigh Waters, QLD. The Centre offers patients a comprehensive medical destination which offers for your convenience, general practitioners, nurses, pharmacy, pathology, and a dental practice.

The medical centre has a number of male and female GPs. Patients are able to visit doctors by appointment or walk in. Eastbrooke GPs have an interest in Men's, Women's and Children's health in addition to chronic disease management and preventative care. The centre is also equipped to deal with work-based injuries and return to work programs. The centre is open 5.5 days a week.

Our treatment room is staffed with Registered Nurses with many years of practice nursing experience. We also have a number of allied health providers.

Appointments with your Doctor

Please ring (07) 5568 6000 for an appointment. Every effort will be made to accommodate your preferred time and GP. Appointments are usually made at 15-minute intervals. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available so please ask our receptionists if you require some extra time.

If you or a family member require an interpreter, we can organise this for you. Please let us know when you make an appointment.

Online Appointment Bookings

If you are already a patient of the Eastbrooke Family Clinic Burleigh Waters you can use our online booking service 24 hours a day through our website: www.eastbrookemedical.com.au

Fees and Billing Arrangements

Universal bulk-billing is not financially viable and would mean this practice could not provide quality service. However, we may use bulk-billing and concession fees to aid the disadvantage, multiple family consultations or prolonged treatment programs and children under 16 years. Procedures may incur higher or different fees. We accept cash, Eftpos, Mastercard and Visa credit cards.

There are some consultations that cannot be bulk billed and these include such things as:

- Workers Compensation
- Pre-Placement Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare /Veterans Affairs
- Some consultation fee below:

	Private	Concession	Rebate (Medicare)
Standard Consultation up to 15 minutes	\$ 95.00	\$ 78.00	\$ 41.10
Long Consultation over 15 minutes:	\$150.00	\$128.00	\$ 80.10
Long Consultation 25-40 mins:	\$175.00	\$147.00	\$113.30
Weekends STANDARD Consult:	\$ 97.00	\$ 81.00	\$ 41.10
Weekends LONG Consult:	\$155.00	\$133.00	\$ 80.10
DNA standard fee:	\$ 50.00		

After Hours

If medical attention is required outside operating hours, please call to 13 SICK (13 74 25).

Telephone Access

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a patient, the reception staff will take a detailed message and forward this onto the doctor as soon as possible.

In an emergency, your call will always be put through to either the doctor or nurse.

Parking and Disabled Access

Ample car parking is available nearby with separate parking bays allocated to our disabled patients.

Your Feedback, Quality and Improvement

We have a feedback form and box located on the reception desk for patients to provide feedback. We take your feedback very seriously and will try to improve on any recommendations made from our patients.

Reminders System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care, if you do not wish to be part of this system, please let your doctor know. We also participate in the State/Territory reminder system.

Medical Records and Privacy

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 ensure this information is only available to authorised members of staff.

Eastbrooke Family Clinic Burleigh Waters complies with the Privacy Act 1988 including the way we collect, store, use and disclose health information. For more information, please ask for a copy of our Privacy Policy Statement at reception or visit www.eastbrookemedical.com.au/privacy-policy/. Should you require access to your medical information held by this centre please discuss this with your Doctor or the Practice Manager.

Your Rights

If you have a problem with any aspect of the service you receive at our medical centre we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please speak to the Practice Manager or your doctor to discuss your concerns. If you prefer to write to us please do so or use our suggestion box located in reception.

We believe that problems are best dealt within the Medical Centre. However, if you feel the need to discuss a matter outside of the Medical Centre, you may contact the Health Care Complaints Commission.

The contact details are:

Office of the Health Ombudsman
PO Box 13281 George Street
Brisbane QLD 4003

This practice has a no smoking policy.

Minor Operations

In addition to standard Medical Centre service, we also offer a range of minor operations including diathermy, cryotherapy suture lacerations and minor surgery. All our surgical instruments are sterilised to prevent cross infection.

Our Doctors

Dr Stephen Barry - MBBS (QLD), FRACGP, DRANZCOG

Interests include: General Medicine, Skin Cancer Treatment, Sports Medicine, Antenatal Pediatrics

Dr Suzanne Blum - MMBS (WA)

Interests Include: Family Medicine, Preventative Care, all aspects of Women's and Children's Health

Dr Rod Coates - MBBS (Qld) Dip RACGP

Interests Include: General Medicine, Skin Cancer, Skin Disease and Treatment, Antenatal Care, Paediatrics and Children's Health, Sports Medicine, Chronic Disease (Diabetes, renal, cardiology)

Associate Professor Mark Morgan - BM BCh, MA, PhD, MRCGP, FRACGP, DRCOG, DFFP

Interests Include: Family care from birth to old age, management of long-term medical conditions, preventative medicine, dermatology and travel medicine.

Dr Webby Chen - MBChB, FRACGP

Interests Include: General Medicine, Chronic Disease Management, Workcover, Minor Surgeries and Procedures, Preventative Medicine.

Dr Kassey Klaassen MBBS

Interests Include: General Medicine, Women's Health, Obstetrics & Gynaecology and Paediatrics.

Dr Alex Gill Bsc (Hons) MBBS MRCG (UK) FRACGP

Interests Include: General Medicine, Chronic Disease Management, Musculoskeletal Medicine, Men's Health, Skin Cancer Screening & Excision

Dr Christel Lee MD, FRACGP

Interests Include: Preventative medicine, chronic disease management, general medicine, aged care, acute medicine and mental health.

Our Allied Health Professionals

Carol Zajkowski – Speech Pathologist

Ms Christa Bewley – Speech Pathologist

Mr Bob Gambrill – Psychologist
