

## Patient Information Sheet

### Practice Hours

Monday to Friday:	7:30 am – 6:00 pm
Saturday	9:00 am – 2:00 pm
Sunday	CLOSED
Public Holidays:	CLOSED

### About Our Medical Centre

Eastbrooke Family Clinic Southport is conveniently located at Shop 2, 45-49 Nind Street Southport. The clinic has a number of highly experienced GP's with interests in general medicine, women and children's health, men's health, aged care, chronic disease management, chronic pain management, family planning, skin checks, travel medicine, platelet rich plasma therapy (PRP), musculoskeletal medicine and cosmetic medicine.

The clinic offers patients a comprehensive modern facility with onsite pathology and pharmacy.

**Sullivan Nicolaidis Pathology Hours:** Monday to Friday 8:30am to 12:30pm

**West End Pharmacy Hours:** Monday to Friday 7:30am to 6:00pm and Saturday 9:00am to 2:00pm

The administration and nursing staff offer years of experience to provide patients with a caring and supportive environment. Our friendly reception staff will work with you to ensure continuity of ongoing care and are happy to assist with any enquiries you may have.

### Appointments with your Doctor

Please ring (07) 5557 7888 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 Southport you can use our online booking service to book a standard (15mins) consultation 24 hours a day through our website [www.eastbrookemedical.com.au](http://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 an out of pocket expense. 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-Employment Medical Examinations
- Insurance Medicals
- Providing services to people not covered by Medicare/Veterans Affairs

## Consultation Fees

DOCTOR	CONSULTATION TYPE	PRIVATE	CONCESSION	MEDICARE REBATE
Dr Ken Cameron	Standard	80.00	55.00	37.05
	Long	140.00	95.00	71.70
Dr Chuck Kong	Standard	70.00	55.00	37.05
	Long	110.00	95.00	71.70
Dr Donna Burgess	Standard	80.00	55.00	37.05
	Long	140.00	95.00	71.70
Dr Louis Fenelon	Standard	80.00	55.00	37.05
	Long	140.00	95.00	71.70

Weekend (after 1pm Saturday/all day Sunday)	CONSULTATION TYPE	PRIVATE	CONCESSION	MEDICARE REBATE
	Standard	95.00	70.00	49.00
	Long	150.00	100.00	83.95

\*Additional charges may be incurred for any procedures and/or treatment room expenses.

## After Hours

If medical attention is required outside open hours, please phone the National Home Doctor Service on 13 7425 who are an accredited medical deputising service.

## 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

Car parking is available onsite 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.

## Results

If your Doctor has requested any tests such as X-Ray or Pathology we strongly advise you to come back and discuss your results with your Doctor.

### **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 Southport complies with the Privacy Act 1988 and the Australian Privacy Principles 2014 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. 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 concerns 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.

### **Our Doctors**

#### **Dr Ken Cameron**

**MBBS Dip. RACOG**

Special interests: Innovative management of chronic pain, ultrasound guided musculoskeletal medicine, Platelet Rich Plasma (PRP) injection therapy, psychological medicine with particular interest on the mind/body connection and the holistic management of chronic disease in the community

#### **Dr Donna Burgess**

**MBBS FRACGP DRACOG Cosmetics**

Special interests: Women's Health, antenatal shared care, general medicine, cosmetic medicine

#### **Dr Chuck Kong**

**MBBS (Monash), FRACGP, Certificate in Primary Care Skin Cancer Medicine**

Special interests: Aged care, chronic disease management, skin cancer checks and excisions, men's health, family planning and travel medicine. Dr Kong speaks fluent mandarin.

#### **Dr Louis Fenelon**

**B. Med (Newcastle NSW)**

Special interests: Physical activity for health, sports and trauma medicine, preventative care, musculoskeletal interventions including PRP, joint injections, Prolotherapy. Minor procedures including skin cancer removal.

## **Our Allied Health Professionals**

### **Gabriele Cameron**

#### **Clinical Hypnotherapist/NLP Counselor**

As one of Australia's top Clinical Hypnotherapist's, Gabriele Cameron has ten years of clinical experience. Using a combination of 'Hypnotherapy' and NLP (Neuro Linguistic Programming) counselling which provides a high resolution of clinical issues.