

Patient Information Sheet

Location

Building 1, Ground Floor, Tenancy 1
86 Thuringowa Drive
THURINGOWA QLD 4817

Hours of Business

Monday - Friday	8am – 7pm
Saturday	8am – 5pm
Sunday	9am – 5pm
Public Holidays	Varying hours

About Our Medical Centre

At Eastbrooke Family Clinic Townsville, we believe in providing quality health and medical care to our patients and their families. Our professional and collegiate team of Doctors, Nursing and Administration staff aim to meet patient's health care needs to the highest of expectations.

Our mission is to provide the best, most comprehensive care to our patients without sacrificing convenience or the overall patient experience.

Appointments with your Doctor

Please ring (07) 4434 5000 for an appointment at either surgery. Longer consultations are available on request. Patients attending without a booking will be seen by a Doctor at the earliest available time. Urgent medical problems will always be dealt with promptly.

Fees and Billing arrangements

The GP'S at this practice mix bill consultations which will incur some out of pocket expenses at times. There will be no charge for Veterans Affairs cardholders as they are bulk billed, so please present your card on arrival for your visit. Pensioners and Health Care Card holders may be bulk billed at the discretion of the Doctor. Standard consultation is up to 15 minutes. Long consultation is over 20 minutes, Level C. Immunisations for children will be BULK BILLED in accordance with the current Australian Immunisation Schedule.

WEEKDAY - Consultation Charges

Standard Consultation	\$ 70.00	(Medicare Rebate \$ 38.20)
Long Consultation	\$ 110.00	(Medicare Rebate \$ 73.95)
Concession Consultation - Standard	\$ 55.00	(Medicare Rebate \$ 38.20)
Concession Consultation – Long	\$ 95.00	(Medicare Rebate \$ 73.95)

- Children under 16
- Healthcare Card Holders
- Pensioners

OTHER - Charges

Dressings (from)	\$10.00 (No rebate available)
INR	\$10.00 (No rebate available)
Script Referral Fee	\$10.00 (No rebate available)

Please pay at the time of consultation. We accept Cash, Eftpos, Visa and MasterCard credit cards. If your Doctor is referring you elsewhere, please be aware that there may be additional fees involved.

After Hours Emergency

After that time, all calls should be directed to the 135 566. This also applies to weekends and public holidays after the surgery hours quoted.

Interpreting Service

Our practice provides an interpreting service. If you need an interpreter please enquire at the reception desk.

Home Visits

Our practice provides a house call service if necessary. Please ring (07) 4434 5000.

Referrals

Patients need to make an appointment with the Doctor's for referrals.

Repeat Prescriptions

If it has been more than 3 months since your last visit, or your condition needs review, you will be asked to make an appointment for a repeat prescription. You may be charged for over the counter prescriptions.

Telephone Access

Patients of this practice are able to obtain information or advice related to their clinical care by telephone, in a situation where the Doctor determines that this is clinically safe and that a face-to-face consultation is unnecessary.

Your Doctor is available take your phone calls - if, however, he is unavailable at the time of your call they will endeavour to return your call as soon as possible.

Please call the reception on (07) 4434 5000.

Parking and Disabled Access

Ample off-street car parking is available on site.

This practice has a no smoking policy.

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.

Reminder 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 or reception know.

Results

If your doctor has requested any tests such as X-Rays or Pathology the doctor will read the report and then if he/she requires you to return to discuss these results the receptionist or doctor will contact you and ask you to come back in for another appointment. If you do not hear from the nurse or doctor then you are not required to come back in and the results were acceptable.

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 authorized members of staff.

Eastbrooke Medical Centre's comply 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 (07) 4434 5000.

Your Rights

If you have a problem with any aspect of the service you receive at our medical practices 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 Practice. However, if you feel the need to discuss a matter outside of the Medical Practice, you may contact the Health Quality and Complaints Commission.

The contact details are: Health Quality and Complaints Commission
 GPO Box 3089
 BRISBANE QLD 4740

Minor Operations

In addition to standard Medical Practice service, we also offer a range of minor procedures such as implanon insertion/removal, cryotherapy and minor suture lacerations. All of our surgical instruments are sterile.

Our Services

- General Practitioners
- Family Planning
- Skin Checks
- ECG
- Occupational Health
- Women's and Men's Health
- Minor Surgery
- Cryotherapy
- Hearing Tests
- Wound Care
- Allergy Testing
- Pre-Employment Medicals
- Childhood Immunisations
- Travel Vaccinations & Advice
- Children's Health Checks
- Aviation and Underwater Medicine
- Tropical Diseases
- Chronic Disease Management
- Mental Health

Our Doctors

Dr Mohammed Muniruzzaman (Dr Zaman) MBBS, M.FAMMED, FRACGP

Dr Zaman graduated in 1992 from Chittagong Medical College, Bangladesh. He obtained a qualification from the University of Queensland to do Primary Skin Cancer Surgery. In 2008 he became a Fellow of the Royal Australian College of General Practitioners.

Specialty

General Practitioner

Languages

English, Bengali

Special Interests

Skin Cancer Procedures, Skin Checks, Minor Surgery, Chronic Disease Management

Dr Kalpana Singh MBBS, DGO, MS, FRANZCOG, B.Sc, M H Sc (SH)

Dr Kalpana Singh has been practicing in Townsville since 2000. She became a specialist Gynecologist in 2003. Dr Singh has also taught at James Cook University since 2005.

Specialty

Women's Health, Sexual Health

Languages

Hindi, Urdu, Punjabi **Special**

Interests

Women's Health, Sexual Health, Genital Dermatology, Travel Medicine and Pain Medicine.

Dr Manjit Singh MBBS, MD (Med), DM (Cardiology), FRACGP

Dr Manjit Singh has been practicing in Townsville in 2005 after working in Normanton and Collinsville. He has worked in the Indian Army and participates in teaching the next generation of GP's.

Specialty

General Practitioner

Languages

Hindi and Punjabi and can understand Nepali, Urdu and Arabic

Special Interests

Cardiology, Endocrine, Skin Checks, Travel Medicine, Men's and Children's Health

Dr Loraine Ellis Bsc, MBBS, FRACGP

Dr Ellis has worked as an Enrolled Nurse, Registered Nurse and Midwife before studying Medicine at the University of Queensland. She has worked in Mareeba and overseas in Ireland.

Specialty

General Practitioner

Languages

English

Special Interests

Chronic Illness, Skin Cancers, Men's and Women's Health, Mental Health, Second Opinions

Dr Erik Lai MBBCH, FRACGP FACRRM, Diploma Sclerotherapy (ACP), Diploma Skin Cancer Management (ASCM and SCSA)

Dr Erik has a post graduate certificate from the Australian Skin Cancer Society. He has undergone further training to manage all types of complicated skin cancers from diagnosis, treatment and follow up.

He has also completed extra training through the Australasian Society of Cosmetic Medicine that allows him to offer botulinum toxin injections to manage fine lines and wrinkles. He can offer lightbased skin therapies for skin rejuvenation, treating fine lines, pigmentation and small vessels in the skin that develop with time. Light based therapy can also be used in the management of active acne.

Dr Erik Lai is a member of the College of Phlebology and can manage varicose veins and spider veins non-surgically, by injection therapy. There is no surgery, no hospital admission and no down time with this procedure. He can use ultrasound guided injections for larger veins and microsclerotherapy for spider veins.

Specialty

General Practitioner

Languages

English and Afrikaans

Special Interests

Skin Cancer, Phlebology (Veins), Wrinkle Injections

Dr Claire Poolman MBBCH, FRACGP

She graduated in 1995 in South Africa. She has completed a Diploma of Dermatology with the Australian Institute of Dermatology and can assist with your skin complaints. She has a Masters in Women's Health Issues and can manage women's health and related issues.

Specialty

General Practitioner

Languages

English and Afrikaans

Women's Health, Mental Health

Dr Wai-Keung Matthew Lee, MBBS, FRACGP

Dr Wai Lee was born in Australia, completed his medical training at Townsville James Cook University, and completed his GP training in North Queensland in 2013. He has been working locally since in GP practices, as well as Townsville Hospital work, where he has good ties with specialists.

He aims to empower patients to care for their own health. He enjoys seeing for all types of patients, from babies to the elders of our society, and will happily see patients who transfer to residential aged care facilities.

Outside work he enjoys music, travel, books and hunting for illusive sleep with his kids about.

Specialty

General Practitioner

Languages

English

Special Interests

Mental Health, Skin Checks, Chronic Health and Wound Management, Childhood Development, Palliative Care.

