



Patient Information Sheet

Location

86 Thuringowa Drive
THURINGOWA QLD 4817

Hours of Business

Monday - Friday 8am – 5pm

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	starting from \$ 80:00	(Medicare Rebate \$ 39.75)
Long Consultation	starting from \$ 110.00	(Medicare Rebate \$ 76.95)
Concession Consultation - Standard	starting from \$ 55.00	(Medicare Rebate \$ 39.75)
Concession Consultation – Long	starting from \$ 95.00	(Medicare Rebate \$ 76.95)
<ul style="list-style-type: none">• Children under 16• Healthcare Card Holders• Pensioners		

OTHER - Charges

Dressings (from)	starting from \$ 10.00	(No rebate available)
INR	\$ 10.00	(No rebate available)
Script Referral Fee	\$ 10 - \$25.00	(No rebate available)

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Telephone (07) 4434 5000 / Facsimile (07) 4434 5099

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. Please note to be eligible for this you would need to be a patient of the practice for at least 6 months.

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 endeavor 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 practice, 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: Office of the Health Ombudsman
13 36 46
oho.qld.gov.au

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.

Our Services

- General Practitioners
- Family Planning
- Skin Checks

- ECG
- Spirometry: Lung Testing
- Women's Health
- Minor Surgery
- Cryotherapy
- Hearing Tests
- Wound Care
- Pre-Employment Medicals
- Childhood Immunisations
- Travel Vaccinations & Advice
- Children's Health Checks

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

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

Dr Kalpana Singh has been practicing in Townsville since 2000 and has a special interest in Gynecology. 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

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Dr Glenda McDonald

Dr McDonald graduated from the University of Queensland and has invested over 38 years in medicine. This is including 10 years in women's health and 14 years in Defense Health. Dr Glenda McDonald has a great wealth of medical knowledge and a special interest in veterans affairs.

Specialty

General Practitioner

Languages

English

Special Interests

Women's health, Veteran's affairs, chronic pain

Dr Wai Lee MBBCH, FRACGP

Dr Lee was born in Australia, completed his medical training at Townsville JCU, 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 elusive sleep with his kids about.

Dr Lee is available for appointments on Tuesday, Thursday and Friday.

Speciality

General Practitioner

Languages

English

Special Interests

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

Dr Michael McLaren BAppSC, MD

Dr McLaren was raised on a cattle station on the Atherton Tablelands and his mother and sister worked as nurses at local hospitals. He worked in the mining industry before completing a degree in microbiology and subsequently completed his medical degree at Griffith University Gold Coast. He and his partner have recently had their first child - a daughter.

Outside of work he "enjoys" going up the goat track at Castle Hill as often as possible, fishing with mixed success and reading old novels.

He has recent experience at Townsville University Hospital and therefore a good knowledge of the various specialist services available. He has an interest in all aspects of general practice and particularly enjoys rehabilitation medicine, chronic disease prevention and mental health. Patients find him down to earth and easy to talk to when discussing their medical concerns.

Speciality

Registrar

Languages

English

Dr Leah Pemberton MBBS

Dr Leah Pemberton grew up in Townsville and has lived and worked here since graduation from University of Queensland in 1987. Following her two-year residency at Townsville General Hospital, she has practiced general family medicine in Townsville for over 30 years. She has made valuable connections with many specialists and allied health professionals in that time.

It is in her nature to be thorough and to listen. These traits combined with her years of experience, drive her to get to the source of the problem and formulate a plan forward for her patients.

The experience of having her own four children and her years of working at Family Planning Queensland equips her with many skills:

- information for pregnancy planning and conception
- a passion for education aiming for a positive and informed birth experience
- support and advice for the new parents
- breastfeeding advice and support, care of many common difficulties
- general Women's Health and screening including cervical screening, breast examination and education
- assistance with menstrual problems and questions
- contraceptive options explained
- Implanon insertion (contraceptive bar)
- IUD removal
- menopause assistance, and
- sexual health and screening.

Dr Leah values the care of children and she is delighted to see them in the clinic. Her manner is welcoming to ensure your child feels comfortable during:

- general medical examinations
- growth and milestone checks
- vaccinations, and
- monitoring of learning and social skills.

If learning difficulties exist, parents can be confident Dr Leah can assist. Dr Leah has over nine years' experience working closely with a behavioral pediatrician facilitating Skype consults, and has been liaising with local pediatricians for many years.

She knows what information in a child's history is important, what needs investigating, and what needs inclusion in the specialist referral to expedite best management for your child.

Dr Leah believes all children should reach their full learning potential. If your child is having difficulties at school or not passing subjects Dr Leah would love to see them. Learning is closely linked with self-esteem and mental health. It is a true privilege to see a child's delight when learning improves, and they are proud of their achievements.

Dr Leah also worked at JCU Clinic for approximately 3 years, giving her an understanding of university staff and student needs and stressors.

Additionally, Dr Leah worked at Lavarack Barracks for approximately six years giving her an understanding of Defence members':

- medical needs

- the pressures members face
- common injuries, and
- the difficulties deployment causes.

Dr Leah assists in the training of fifth year medical students in the area of general practice with a focus on listening, being thorough and formulating a suitable management plan. The student gains exposure to the variety of health problems seen in general practice.