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## 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	Level B	\$ 90.00 (Medicare Rebate \$ 42.85)
Long Consultation	Level C	\$ 145.00 (Medicare Rebate \$ 82.90)
<ul style="list-style-type: none"><li>• Children under 16</li><li>• Healthcare Card Holders</li><li>• Pensioners</li></ul>		

### OTHER - Charges

Dressings (from)	starting from \$ 10.00	(No rebate available)
INR	\$ 10.00	(No rebate available)
Script Referral Fee	\$ 15 - \$20.00	(No rebate available)

**86 Thuringowa Drive, THURINGOWA QLD 4817**  
**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.



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### **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: 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.

## 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, and chronic disease

### **Dr Rutvij Shukla MBBCh, MRCGP, FRACGP**

Trained in the UK and completed his post-graduate studies, attaining fellowship at the Royal College of General Practitioners (MRCGP) in London, UK. He migrated from India to the UK as a young boy and spent much of his time in the UK, in the beautiful South Wales region. In 2020, he moved to Australia with his wife (who also happens to be a doctor) and obtained double fellowship when he became a fellow of the Royal Australian College of General Practitioners (FRACGP). He has experience in all aspects of general practice and thoroughly enjoys the variety it presents. His previous role has given him ample opportunity to experience chronic disease management, and he has an interest in Hypertension (Blood pressure), Cardiology and Diabetes management. He is also experienced with the treatment of skin cancers and enjoys work in minor surgery, and has developed a rigorous surveillance program for suspected lesions (moles) for his patients, focusing on EARLY detections and treatment.



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Dr Shukla is compassionate about caring for the armed forces and, in his college years, pursued a cadetship with the Air Training Corps (1054 Squadron, Wales, and UK). He is an experienced DVA (veterans') doctor, well-versed in navigating the Department of Veterans Affairs bureaucracies and understands that veterans' medicine is different!

His Interests outside work are varied and include news, current affairs and world politics.

**Speciality**

General Practitioner

**Credentials**

MBBch, MRCP, FRACGP

**Languages**

English, Hindi, Gujarati

**Special Interests**

Dermatology and Skin Cancer Detection and Treatment, Minor Surgery, Chronic Disease Management – Cardiology, Diabetes, Hypertension, DVA/Veterans' Medicine.