

Patient Information Sheet

Location

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

Hours of Business

Monday - Friday 8:00am - 5:30pm
Saturday / Sunday CLOSED
Public Holidays CLOSED

***This practice has a
no smoking policy.***

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 \$37.05)
Long Consultation	\$110.00	(Medicare Rebate \$71.70)
Concession Consultation - Standard	\$55.00	(Medicare Rebate \$37.05)
Concession Consultation - Long	\$95.00	(Medicare Rebate \$71.70)

- 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 endeavor to return your call as soon as possible.

Please call the switchboard on (07) 4434 5000.

Parking and Disabled Access

Ample off-street car parking is available on site.

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

Our Doctors

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

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

Special Interests

Cardiology, Endocrine, skin checks, travel medicine, men's and children's health

Dr Mohammed Muniruzzaman MBBS, M.FAMMED, FRACGP

Dr Zaman graduated in 1992 from Chittagong Medical College, Bangladesh. After that he obtained a Masters of Family Medicine (M.FAM.MED) in 2002 from The University of The Free State, South Africa. In 2008 he became a Fellow of the Royal Australian College of General Practitioners. Dr Muniruzzaman obtained a qualification from the University of Queensland to do Primary Skin Cancer Surgery. He does skin checks, skin cancer procedures and all other minor surgery.

Specialty

General Practitioner

Special Interests

Paediatrics, Family Medicine, Skin Checks, Minor Procedures, Chronic disease such as diabetes and hypotension.

Dr Loraine Ellis BSc, MBBS, FRACGP

Dr Loraine Ellis obtained her post graduate MBBS at the University of Queensland. She undertook specialist qualifications in general practice and gained Fellowship in 2007, undertaking her internship and residency at The Townsville Hospital. Dr Ellis also has Science degree majoring in Biochemistry, was an enrolled and registered nurse, and gained her midwifery registration at Cairns Base Hospital and Child Health in Brisbane. She has worked rurally in Mareeba and Ireland.

Specialty

General Practitioner

Special Interests

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

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

Dr Erik Lai 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 can use digital photography as well as dermoscopy to follow up and manage lesions that do not need immediate excisions. This allows for the differentiation of benign and malignant lesions without the need for unnecessary biopsies.

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 light based 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

Special Interests

Wrinkle Injections, Skin Cancer, Phlebology

Dr Claire Poolman MB Bch, FRACGP, FACRRM, Grad Cert Gen Practice, Masters Health Studies (Women's Health), UQ Diploma Dermatology

Dr Claire Poolman 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

Special Interests

Women's Health, Mental Health, Dermatology