

PRACTICE DOCTORS

Dr Geoff Norman
Dr Andrew Wal
Dr Justine Lutkin
Dr Taye Chai
Dr Lindy Waugh
Dr Alicia Lorenz
Dr David Gillis
Dr Sarah Williams
Dr Ben Tay
Dr Kimberley Henderson

Practice Managers

Myra & Vanessa

Practice Nurses

Shelley, Jacque, Brenda, Alisha, Michelle ,Josh & Lexi

Reception Staff:

Tara, Amanda, Kirstie, Tamara and Denell,

SURGERY HOURS

Monday– Thursday : 8.00am—6.00pm
Friday: 8.00am—5.30pm
Saturday: 8.00am—11.30am
Closed Sundays and Public Holidays

PRACTICE AFTER HOURS

For urgent medical attention

After Hours please call Home Doctor Service on: Ph: 137 425

Special Interests of our Doctors:

Dr Ben Tay enjoys all aspects of General Practice with an interest in Family

Dr Sarah Williams enjoys all aspects of General Practice

Dr Taye Chai has a special interest in family medicine caring for children

Dr Lindy Waugh has interests in Chronic Disease Management especially diabetes and women's health

Dr Justine Lutkin is interested in all aspects of general practice and loves being a family Doctor

Dr Andrew Wall is interested in all aspects of family and General Practice Medicine.

Dr Alicia Lorenz has a special interest in Paediatric and Women's health

Dr Geoffrey Norman has a special interest in Men's health and Aged Care.

Dr Kimberley Henderson enjoys all aspects of General Practice Medicine and has a special interest in Women's health.

Dr David Gillis has experience and a interest in in obstetrics, gynaecology, acupuncture, paediatrics, and emergency medicine in addition to General practice

OUR PRACTICE PHILOSOPHY

Is to provide thoughtful medical care to individuals and families, keeping up-to-date with medical innovations and bringing you efficient personal advice.

Appointments: Are you aware we have an acute column for when we do not have appointments available? This column is for patients that Need to be seen urgently on the day by a Doctor when we are fully booked and because of this we cannot allocate you to a particular or preferred Doctor or place you ahead of a booked patient unless your condition warrants this. You will be seen by the next available Doctor and this is dependent on your urgency of your condition.

Long Appointments: The usual time is 10—15 minutes. If you feel that you require a longer appointment Please ask when booking. A longer appointment attracts a higher fee but also a higher rebate from Medicare and gives you time with your Doctor.

Phone for results after 11am: To protect your privacy, reception staff cannot access your full results, only the doctor's comment. Any discussion regarding the result must be with your doctor on appointment.

Telephone calls/ appointments:

Our reception staff are available to make bookings and to assist you. This practice operates on an appointment system and appointment times are held aside each day for same day urgent cases. Urgent medical problems will be dealt with promptly. Our staff will endeavor to give you a time with the doctor of your choice. However, some doctors work part time, others maybe taking leave or time away to study.

Facilities for people with a disability.

This practice is designed for wheelchair access. We also have a wheelchair available on site. Should you have special needs please discuss this with your doctor.

Referrals - Please be advised that Nambour Medical Centre Doctors will no longer back-date referrals, if you require a referral, please make an appointment with your regular Doctor allowing plenty of time before you see the specialist.

Online Appointments – Did you know that you can now make your appointments online, if you are an existing patient of the practice and have provided us with your email address? The online appointment system "HotDoc" can be accessed from our webpage - www.nambourmedical.com or you can download an application on your smart phone, just look up "HotDoc".

Please be aware that if you have an urgent issue and need to see a Doctor and there are no appointments left, please call the practice as we may be able to fit you in as an urgent appointment.

CONTACT US

14 DANIEL STREET, NAMBOUR, QUEENSLAND, 4560

PHONE: 07 5441 4033

FAX: 07 5441 6896

EMAIL: RECEPTION@NAMBOURMEDICAL.COM.AU



NAMBOUR MEDICAL CENTRE

We Care, We Commit

Cancellation Policy - We have had an increasing number of patients not attending prior booked appointments. In future if you miss an appointment without informing us at least prior to the appointment you will be charged a \$30 non-attendance fee before we will rebook an appointment. This will apply at the second missed appointment. Our Doctors realise that situations do arise when non-attendance is unavoidable, and these instances will always be considered.

Home Visits - While the Doctors prefer for our patients to attend the surgery, however for urgent/emergency consultations a GP can do a home visit, when necessary.

Collecting information about you - It is very important that we have up to date contact information for our patients and their next of kin, this is needed in the case of an accident or any other emergency. It is a Medico-legal requirement for an accredited practice that we confirm these details at every visit. Bulk billed Health Checks for 45-49 yr. old's. NMC offers a thorough health assessment for this age group. You need to book in advance. The nurse does a series of measurements followed by a review by your GP and the provision of some recommendations regarding your health

Communication for Patients: if you have special needs and require a translator, please advise reception, so they can organise one through the many organisations that cater for your needs.

Patients' Rights: Patients have the right to refuse any treatment, advice or procedure. Our doctors discuss all aspects of treatment and will offer alternatives should a patient seek another medical opinion.

Aboriginal and Torres Strait Islanders - We have implemented a bulk billed comprehensive health check service for First Nations community members of all ages. The program includes a pre-check questionnaire, comprehensive assessment and recommendations. Many allied health providers can be accessed via this service as well for problems that may be identified.

National Shingles Vaccination Program – The Zostavax vaccine is to prevent the painful and potential deadly shingles infection and is available to all patients between the ages of 70-79. Please see your GP to ask them about this program.

Health Assessments for over 75's: Our nurse Brenda is doing home visits to patients over 75yrs with the aim of providing a comprehensive look at their health and care in the home. This combines with a review by a doctor at the surgery.

Any problems or concerns? We believe that problems are best dealt with through the practice and are always looking for ways to improve and ensure your healthcare is our priority. You can email the Practice Managers at practicemanager@nambourmedicalcentre.com.au or contact 5441 4033 to speak directly with the Practice manager.

If you have further concerns you can approach the Health Quality & Complaints Commission, GPO Box 3089, Brisbane QLD 4001. or Ph 1800 077 308.

N.M.C. FEES TABLE

Consultation	Fee	Pensioner / <16years
Brief problem / script < 5min	\$35.00	Bulk Bill
Mod problem or brief 10-20mins	\$75.00	Bulk Bill
Very complex / two problems 20-40mins	\$115	Bulk Bill
More complex & multiple problem/s >40mins	\$155	Bulk Bill
Prescriptions & some referrals when not in consultation	-	Starts at \$15 - Ask Reception
Missed/Cancellation Appointment	\$30.00	

There may be variation in fees between doctors based upon content, time and frequency of consultations. There are some nurse item numbers now for which patients will bulk billed on occasions. This initiative by the government helps support nurses in the surgery.

Please tell us if you are experiencing financial difficulties, we can always come to some arrangement. Please pay by cash, credit card or Eftpos at the time of consultation. Nambour Medical Centre is specially recognised by the Royal Australian College of General Practitioners as a practice of excellence.

Our team of doctors are clinical educators devoted to post graduate teaching and learning. We regularly have doctors here completing their Fellowship in General Practice, please make them welcome.

If you see another doctor and wish for your usual doctor to be informed of your visit please let us know. Very often our doctors are in consultation and cannot be disturbed. If you phone at such a time, staff can take a message and arrange for the doctors to phone you back. NB: Please give at least 24 hours for script request.

Parking: At times, our car park may be full, additional allocated parking is available on the vacant block beside the practice, just look for the Nambour Medical Centre Patient Parking signs. Please take care when parking there.

Reminder System: Our practice is committed to Preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be apart of this system please let the reception staff or your doctor know.

Updates and Important Information

Due to Covid -19 pandemic we have implemented extra Infection control procedures and processes to ensure your safety and wellbeing and those of all our the Nambour Medical Center staff. The staff will be taking temperatures and checking on any hotspot visitations and symptoms when you enter the surgery.

Social distancing rules has been supported through the removal of extra wait room chairs and a outside waiting area too. The removal of toys and books, and reading material has also been removed to reduce risk of cross infection. Any health education material can be requested and will be provided by a clinical staff member upon request.

Any patients with symptoms are advised at the time of making their appointment to wait in their car upon arrival and advise reception via phone that they are here along with their registration number so that clinical staff can locate them and provide the appropriate and safe care from the vehicle.

Skin cancer screening: The doctors at Nambour Medical Centre would encourage their patients to have regular skin checks and to make an appointment with a doctor should they notice any skin lesion or skin condition that has changed in color, shape or appearance.

There is now an established government Pap Smear Register which sends reminders to woman to have their smears done– Nambour Medical Centre will NO longer be sending letters to remind woman that their pap smear is due. We will still be recalling women who have had an abnormal smear.

If you have moved house or for any other reason believe you may not be on the Queensland Health Register, please phone them on 1800 777 790.

Privacy and Confidentiality

We consider that patients attending this practice expect that information provided will be used only to assist in managing their health.

We also consider that patients would reasonable expect that selected personal health details that selected personal health details will be disclosed to other health services directly involved in providing a health service to the individual.

Australian Privacy Principles:

As a General Practice also comply with The Australian Privacy Principles and ensure your information is always protected and secured at all times with regular reviews of our security and information handling procedures.

This is applied in policies and procedures for storing, collecting and accessing information where we comply with the mandatory reporting of the patient information data breaches to the Office of Australian Information Commission - <https://www.oaic.gov.au>.