

#### Practice Doctors

Dr Geoff Norman  
Dr Andrew Wall  
Dr Justine Lutkin  
Dr Bianca Melzner  
Dr Johannes Berggren

#### Contractor Doctors

Dr Taye Chai  
Dr Alicia Lorenz  
Dr David Gillis  
Dr Ben Tay  
Dr Alison Hanks

#### Practice Manager

Myra

#### Practice Nurses

Shelley, Rachel, Michelle, Krystal & Bella

#### Reception Staff

Tara, Amanda, Tamara, Naomi & Chloe

#### 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 the National Home Doctor 13SICK Service on: Ph: 13 74 25

#### Special Interests of the Doctors Working from This Practice:

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

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

**Dr Justine Lutkin** is interested in all aspects of family and General Practice Medicine.

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

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

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

**Dr Alison Hanks** enjoys providing care in all aspects of general practice, particularly enjoying child health, women's health, and family planning.

**Dr David Gillis** has an interest in acupuncture in addition to all aspects of General Practice.

**Dr Johannes Berggren** is interested in all aspects of family and General Practice Medicine.

**Dr Bianca Melzner** is interested in all aspects of family and General Practice Medicine.

#### 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.

#### 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 reasonably expect 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 we 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>.

#### Updates and Important Information

Due to the Covid-19 pandemic we have implemented extra infection control policies and procedures to ensure the safety and wellbeing of all our patients and staff here at the Nambour Medical Centre. The reception staff will be asking if you have any symptoms upon entry of the surgery. Anyone experiencing symptoms are to either wait outside the practice with a mask on or wait in their car for a carpark consultation. Social distancing rules has been supported through the number of waiting room chairs being reduced to allow for appropriate social distancing, including two outside waiting areas. Toys, and magazines have also been removed from the waiting room to reduce risk of infection. Any health education material can be requested and provided by a clinical staff member. Any patients unwell with symptoms are advised at the time of booking an appointment to wait in their car upon arrival, and to phone reception once arrived in the carpark to notify of their arrival, and to confirm car and registration details, to ensure the relevant clinical staff can locate the patient and provide the appropriate and safe care from the vehicle.

## CONTACT US

14 Daniel Street Nambour, Queensland, 4560

PHONE: 07 5441 4033

FAX: 07 5441 6896

EMAIL: [reception@nambourmedical.com.au](mailto:reception@nambourmedical.com.au)



# NAMBOUR MEDICAL CENTRE

*We Care, We Commit*

### Any Problems or Concerns?

We believe that concerns are best dealt with through the practice, and we are always looking for ways to improve to ensure your healthcare is our priority. You can email the Practice Manager at reception@nambourmedical.com.au or contact 5441 4033 to speak directly with the Practice Manager. If you have further concern's, you can contact the Health Quality & Complaints Commission, GPO Box 3089, Brisbane Qld 4001 or on 1800 077 308.

**Cancellation Policy** - Sadly the number of patients not attending their scheduled appointments is rapidly increasing. Any missed appointments that have not been cancelled **at least 2 HOURS prior** to the appointment time will result in a \$50 non-attendance fee. This fee must be paid before any appointments can be rescheduled. Our doctors realise that situations do arise where a missed appointment is unavoidable, and such situations will always be considered.

**Home Visits** - While all Doctors prefer our current patients to attend the surgery in person, we understand in specific situations an urgent/emergency home visit with a GP may be necessary. Please note home visit requests are made at the discretion of each Doctor and is not a routine service we provide.

**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 emergency. It is a Medico-legal requirement for an accredited practice that we confirm these details at every visit.

**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 bulkbilled 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. Zostavax is available to all patients between the ages of 70-79. Please see your GP for further information.

### Nambour Medical Centre Fees

Consultation Fee	Private	Concession Card Holders/<16years
< 5min	\$45.00	Bulk Bill
10-20mins	\$85.00	Bulk Bill
20-40mins	\$125.00	Bulk Bill
>40mins	\$165.00	Bulk Bill

**Appointment Non-Attendance/Late Cancellation Fee** - \$50.00

**Prescriptions & Some Referrals** - Outside of a consultation is at the discretion of each Doctor - Starts at \$15 - Ask Reception

**Iron Infusions** - \$100.00

**Aclasta Infusions** - \$70.00

**Dressing/Plaster Cast Fees** - \$2 - \$25

There may be variation in fees between doctors based upon content, time, and frequency of consultations.

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 (RACGP) 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 24hours for script request.

**Health Assessments** - Our nurses are providing health checks for over 75yrs and 45-49yrs here in our surgery. Please book into one of the Health Assessment clinics to have your check done. The aim is to provide a comprehensive look at your health and offer preventative assistance, these are combined with a review by your doctor at the surgery. The duration time of these checks are usually around 60mins – 75mins.

**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 a part of this system, please let the reception staff or your doctor know.

**Telephone Calls/Appointments** - Our reception staff are available to make bookings, and to assist you. This practice operates on an appointment system, and there are appointments put aside each day for urgent cases. Urgent medical problems will be dealt with promptly. Our staff will endeavour to give you a time with the doctor of your choice. However, some doctors work part time, others may be taking leave, or time away to study. The usual consult time is 10-15minutes. If you feel 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 during a consultation.

**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.

**Skin Cancer Screening** - The doctors at Nambour Medical Centre 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 colour, shape, or appearance.

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.

**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 and ensure to lock your vehicle.