

# OCEAN WAVE MEDICAL

Ph: 5491 9044

87 Bowman Road  
Caloundra, Sunshine Coast

Tel (07) 5491 9044

Fax (07) 5491 8068

Website: [www.oceanwavemedical.com.au](http://www.oceanwavemedical.com.au)

**OPEN: Monday – Friday 7.30am to 6.30pm**

**Saturdays 8.30 am – 4.30 pm**

**Sunday 8.30am -4.30pm**

## **OUR DOCTORS:**

Dr Amir Akram MBBS, FRACGP

Dr John Fogarty MBBCH(Belf.) FRCS

Dr Christelle Greeff MB CHB, FRACGP

Dr Geoff Broad MBBS

Dr Venera Edwards MBBS

Dr Alison Roper MBBS, FRACGP

Dr Deborah Vercoulen MBBS, USyd

Dr Tony Moor MBBS, FRACGP

Dr Jonathan Jing, MBBS

**Practice Manager** - Teena Barbeler

## **Nurses**

Molly Atkin

Jade Hagan

Karen Fardon

Taniya Miller

Kym Kraaykamp

Linda Bouchier

## **Receptionists**

Linda Jensen

Kally Hawkins

Natalie Moyle

Sarah Stolberg

Alannah Boettcher

## **Emergency Medical Attention**

**If you require urgent medical attention, please dial 000.**

After hours Medical Attention

Home Doctor Service 13 74 25

Nambour General Hospital 54706600

Caloundra Hospital 5436 8500

## **Appointments**

A standard consultation is approximately 15 minutes. If you require a longer consultation, please notify reception when booking. We understand your time is valuable, and every effort is made to keep to appointment times; however patient medical needs are unpredictable. Please accept our apologies in advance should you experience an extended waiting period.

Appointments can be made from

Monday to Friday 7.30am to 6.30 pm.

Saturday 8.30am to 4.30pm and Sunday 8.30am to 4.30pm.

### **GP Services and Sub Specialties**

Our Doctors provide General Practice and family medicine services, however also specialise in the following areas:

- Women's health- pap smear, breast care, contraception, antenatal standard care
- Mirena & IUD insertion & Implanon
- Child Health- immunisation
- Cardiovascular Clinic
- Asthma Clinic
- Diabetes
- Skin Check
- Minor Procedures
- Health assessments >75, 40-49 years, 45-49 and 4 year healthy kids check
- Health checks for males and females
- Medicals - Pre employment & corporate medical, Dive Medicals
- Travavax clinic and vaccinations- yellow fever accredited
- Medical for driving commercial and non-commercial, over 75 drivers
- Care plan and team care plan (GPMP), chronic disease management
- Family Medicine
- Preventative health, quit smoking, weight control
- Palliative Care
- DVA & Aged Care
- Venesections

### **Consultation Fees**

Doctors working in this centre have adopted a blended approach to private and bulk-billing fees to ensure all patients have equitable access to the quality healthcare they deserve and need. The standard fee for our Centre is \$70.00. New patient fee \$110 for longer consultation. After hours fees apply from 1pm Saturday and Sunday.

New patients need to arrive 15 minutes prior to fill in paperwork and meet with Nurse to update your medical file. Individual GP consultation may vary, as do fees for home visits and after hours. Payment is required at the time of consultation.

We accept cash, credit cards, eftpos (not Diners or AMEX). Weekends only children 15yrs and under, aged pensioners and current patients with a hcc will be bulk billed. Ask our Receptionists about our billing.

## **Recall & Reminder System**

As a valued patient, you will automatically be enrolled in the recall system, to ensure you receive relevant health information and pertinent reminders relating to your health such as vaccine updates or screening services. Please advise us if you would not like to receive this information or reminders. We use a sms recall and reminder system, where you will receive an encrypted message, that once you have confirmed your identity full message will be displayed. For recalls you can then automatically book your appointment through this same message system.

## **Test Results**

It is a policy of this practice not to give test results out over the phone and therefore it is essential to make an appointment to receive your results. In the case of all urgent results the patient will be contacted by phone by your Doctor or Nurse.

For non-urgent results requiring a recall you will receive a recall to discuss these results with your doctor through our Recall system as outlined above.

## **Online Bookings**

We offer online bookings 24hours a day, 7 days a week. This can be done through our Website by visiting [www.oceanwavemedical.com.au](http://www.oceanwavemedical.com.au) and clicking on GREEN LINK at top of patient. Choose your Doctor and book an appointment to suit.

## **Referrals**

If you require a referral to a specialist or allied health provider please make an appointment to discuss with your Doctor.

Our Practice has a policy on referral documents and ensures the referral contains sufficient information to facilitate optimal care and is transmitted securely for patient confidentiality. A copy of our Referral Procedure can be obtained at Reception.

## **Informed Patient Decisions**

It is the policy of this Practice that patients are informed of the purpose, benefit, risks and costs of proposed treatment or investigations.

Patients will receive sufficient information to allow them to make informed decisions about their care.

## **Communication Services**

This Practice provides a health service that accommodates a diverse multicultural population including those with a disability. Patients who do not speak English or who are more proficient in another language, have the ability to choose a professional translating service. Or a translator who may be a family member, friend or bilingual staff member.

## **Privacy**

We take our responsibilities for patient privacy and the handling of personal health information seriously and we adhere to the Privacy Act and Australian Privacy Principals. If you would like a copy of the APP Privacy Policy: Managing patient health information please ask our reception staff.

## **Provision of Medical Supplies**

Ocean Wave Medical covers the cost of medical supplies that are rebated by Medicare. Patients will be charged for the supply of medical consumables not covered by Medicare. If financial hardship will prevent you from obtaining the appropriate medical supplies, please discuss the matter with the nurse.

## **Telephone Policy**

### **Receiving & Returning Phone Calls**

Most issues are best dealt with in consultation with your GP and he/she will Endeavour to take your call where practicable. At times, your GP may be attending to other patients and may need to return your call. Please inform reception staff if your call is urgent.

## **For your comfort and Convenience**

- Water cooler situated near reception
- Free off road car parking
- Toilets located at rear of the centre
- A baby change table is located in the disabled toilet
- Home Visits
- Some of our Doctors visit Nursing homes and provide home visits during business hours. Please ask reception for details and fees associated.
- Disabled Facilities
- Parking at front of centre
- Wheel chair available

## **Travel Clinic**

Ocean Wave Medical is an Accredited Yellow Fever Vaccination Centre. All your travel vaccines and travel Health advice is available on site. Please book 6-8 weeks before your trip to ensure your vaccines are completed. Personal Referrals feel free to refer your friends and family. We will be delighted to see them and ensure they also receive quality health care services

## **Allied Health Services at Ocean Wave Medical**

We have a team of Allied Health Professionals offering services here at Ocean Wave Medical. Ask our Reception for further information and how to book an appointment with them.

Psychologist – Cornelia Bam  
Physiotherapist – Rachel Morgan-Varlow  
Podiatrist – David Morgan  
Speech Therapist – Astrid Van Der Laan  
Dietitian – Hannah Robertson

## **QML PATHOLOGY**

OPEN 8AM TO 4.30PM (close for lunch 12-1pm) weekdays  
SATURDAY 9AM to 12NOON.

## **CUSTOM DENTURE CLINIC**

Open Monday to Friday 8.30am to 5.00pm by Appointment in Suite 1.

Offering: New Dentures, Repairs and Relines, Implant Dentures, Sports Mouthguards.  
Mobile service and nursing home visits on request. No referral needed.

Phone: 5492 7422 to make an appointment. Visit [www.customdentureclinic.com.au](http://www.customdentureclinic.com.au)

## **Feedback or Complaints**

If you would like to make any comments on the services provided, the practice has a comments box located to the left of reception, or you may ask to speak to the Practice Manager.

If you have any concerns about the medical services provided to you, please speak to your GP or alternatively the Centre's Principal Doctor.

If you have any complaints don't hesitate to contact the health quality and complaints commission on 133646.

***Thank you for attending the centre.  
We look forward to being of service to you in the future***