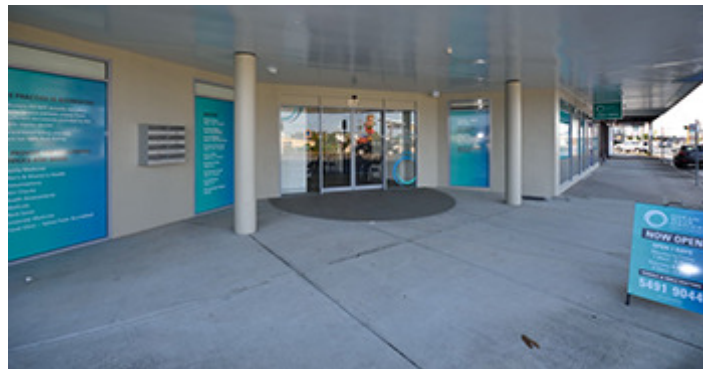




OCEAN
WAVE
MEDICAL

Excellence in Family Medicine

PATIENT INFORMATION BOOKLET



87 Bowman Road, Caloundra, Qld 4551

Phone: 54919044 Fax: 54918068

Email: info@oceanwavemedical.com.au

Website: www.oceanwavemedical.com.au

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Welcome to Ocean Wave Medical (Formerly known as Currimundi Medical Centre). Our Medical practice has been providing patients with medical services in Caloundra since 1990. We are committed to enhancing the health and well-being of the local community by providing every patient with the best possible care through integrated clinical practice and education. Our experienced team of male and female Doctors are here to take care of all your medical needs offering a professional and high-quality service in a personal, friendly and relaxed atmosphere. Our team can provide medical care for the whole family from newborn babies through to the elderly.

MISSION STATEMENT: OCEAN WAVE MEDICAL combines ethical conduct with excellence in meeting the holistic needs of patients and customers.

This Practice is committed to promoting wellness and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

The staff of OCEAN WAVE MEDICAL are provided with the highest standard of training and a supportive and positive corporate culture to ensure it is an Employer of choice.

The OCEAN WAVE MEDICAL doctors and allied health professionals are committed to providing the highest standard of medical care to its patients.

OCEAN WAVE MEDICAL continues to grow its model to promote its values and performance in the health industry.

OUR GENERAL PRACTITIONERS:

Dr Amir Akram MBBS, FRACGP	<i>Specialties:</i> Skin Checks and Minor Procedures, Travel Vaccinations, Implanon, Aged Care, Chronic Disease Management, Cardiovascular health, Employment Medicals & other Health Medicals, Workcover & InjuryNet Doctor. <i>Speaks: English and Bengali</i>
Dr John Fogarty MBBCh (Belf.), FRCS	<i>Specialties:</i> Skin Checks & Minor Procedures, Chronic Disease Management, Diabetes, Asthma, Workcover and InjuryNet Doctor, Employment Medicals <i>Speaks: English and Italian</i>
Dr Deborah Vercoulen MBBS(USYD), MIPH, FRACGP	<i>Specialties:</i> Implanon, All women's health including Pap Smears & Breast checks and contraception, Pregnancy Shared Care & Postnatal checks, Baby and Children's health checks and immunisations, Skin checks, Iron infusions.
Dr Tony Moor MBBS, FRACGP	<i>Specialties:</i> Aged Care, Palliative Care - Visiting Nursing homes, Cardio Thoracic Medicine, Skin Checks & Minor Procedures, Venesections, Iron Infusions
Dr Christelle Greeff MBChB, FRACGP	<i>Specialties:</i> Implanon, All women's health including Pap Smears & Breast checks and contraception, Pregnancy Shared Care & Postnatal checks, Baby and Children's health checks and immunisations, Venesections, Preventative Health. <i>Speaks: English and Afrikaans</i>
Dr Geoff Broad MBBS	<i>Specialties:</i> Recreational Dive Medicals, Pre-employment and Company Medicals, Travel Vaccination, Skin Checks & Minor Procedures, Health Checks, Venesections
Dr Jonathan Jing MBBS, FRACGP, AMC	<i>Specialties:</i> Health Checks 40-49 and 45-49yr old's, Travel Vaccination, Skin Checks and Minor Procedures, Workcover and InjuryNet Doctor, Employment Medicals, Implanon, General medicine <i>Speaks: English and Mandarin</i>

Dr Annie George MBBS, DRANZCOG	<i>Specialties:</i> Women's health, diabetes management, skin checks and minor surgical procedures, obstetrics, gynecology, antenatal and postnatal health, implanon, iron infusions. Travel vaccinations.
Dr Venera Edwards MBBS	<i>Specialties:</i> All women's health including Pap Smears & Breast checks and contraception, Children's health checks and immunisations, skin checks, Travel Vaccination <i>Speaks: English and Russian</i>
Dr Daniel Bower MBBS	<i>Specialties:</i> Men's health, travel vaccinations, skin checks. Injurynet Doctor Employment Medicals and all general medicine.

Appointments

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

For skin checks, cervical screenings or more complex issues please book a long appointment up to 30 minutes. All new patients require a long appointment.

For Care Plans, Diabetic Reviews, Mental Health Plans you will require a long appointment with our Chronic Disease Clinic followed by a long appointment with your regular Doctor.

We have a number of emergency on-the-day appointments and these are available to book from 7.30am each morning for existing patients. These appointments are allocated on a first-in, first-served basis. To secure an on-the-day appointment it is best to call us at 7.30am, as they usually book our quickly. We endeavour to accommodate our existing patients that experience an emergency throughout the day using our Triage Policy.

Practice opening hours

Monday, Wednesday, Friday - 7:30am to 6.30pm
 Tuesday and Thursday – 7.30am to 5.30pm
 Saturday – 8.30am to 4.30pm
 Sunday – 8.30am to 1.00pm

Online Bookings available 24/7 through our website www.oceanwavemedical.com.au, then click on the GREEN BOOKING ICON.

Emergency Medical Attention

If you require urgent medical attention, please dial 000

After Hours Medical Attention

In the case of urgent care required outside of our normal hours, please call 000:

For non-urgent after-hours care call:

13HEALTH: 13 43 25 84

National Home Doctor Service: 13 74 25

Caloundra Hospital Minor Injuries Clinic: 5436 8500 (open 8am to 8pm 7 days a week)

Sunshine Coast University Hospital: 5202 0000

New Patients

New patients are required to fill in a New Patient Registration Form. This can be filled on arrival before your appointment time at the clinic, or available for download from our website.

Payment is expected at the conclusion of your consultation. We will submit your claim directly to Medicare for your rebate to be paid into the account you have supplied to them.

All new patients require a Long Appointment and are required to arrive 15 minutes prior to their appointment. All new patients are required to complete paperwork and meet with our Practice Nurse prior to Doctor.

Fees and Billing Arrangements

Ocean Wave Medical is a mixed billing practice. Bulk billing is available 6 days a week for those that are eligible. We do not bulk bill on Sunday.

Those on an aged care pension, health care card or pension concession or children 15 years and under are eligible for bulk billing from Monday to Saturday, conditions apply to first visit for Health care card holders and other types of pension card holder, private fees apply on first visit, then you will be bulk billed from the second visit onwards if concession card current.

Standard consultation fee (Level B): \$78 (rebate \$38.20).

Long Appointment & New Patients consultation fee (Level C): \$115 (rebate \$73.95)

Extensive consultation fee (Level D): \$160 (rebate \$108.85)

After Hours Fees apply before 8am weekdays, Saturday afternoon & Sundays (NO BULK BILLING ON SUNDAYS)

Standard consultation fee (Level B): \$100, (rebate of \$49.80)

Long & New Patients consultation fee (Level C): \$136, (rebate \$85.30)

Extensive consultation fee (Level D) \$175 (rebate of \$119.65)

Please note that fees may vary according to the time spent with your Doctor. Individual Doctor Consultation fees may also vary. Rebates direct to your account from Medicare can be done at time of consult.

International students covered under Bupa and Allianz insurance are eligible for direct billing with no upfront fees. Students covered under Medibank and NIB will have to pay an upfront fee and are able to claim back the full amount from their fund.

Private Fees – for Procedures, Wound dressings, casting etc a private fee maybe charged in addition to the consultation fee, please discuss with your GP the cost of the dressings required for your care. If patients prefer, they are welcome to purchase appropriate dressings directly from their pharmacy of choice and bring to the appointment for the nurses to use.

Payment Methods

Cash, EFTPOS, Credit Card. Payment of fees is required at the time of service

Medicare Rebates are done whilst you are here, for patients who have their bank details registered with Medicare. For Bulk Billing Patients you are required to sign a DB4 Bulk Billing Assignment form prior to leaving, so that your Doctor can submit your bulk billing claim. A copy of this billing assignment will be offered to you.

International Students: Allianz and BUPA will be billed directly to your fund. Copy of your current card is to be provided for verification at time of appointment.

Medibank & NIB payment up front with 100% claimable back from your medical insurance company.

Cheques and credit terms are only available by prior arrangement.

Company Medicals will be invoiced if approved prior.

Diners Cards and AMEX are not accepted.

Our Services

We offer a full range of General practice services including:

- Women's Health – cervical screening, breast care, contraception, implanon, ante-natal and post-natal care, menopause and much more
- Children's Health – new baby checks. Children's health and immunisations. ASQ Testing.
- Cardiovascular clinic
- Asthma Clinic
- Diabetes Clinic
- Skin Checks
- Minor Procedures
- Health Assessments – over 75's, 40-49yrs, 45-49yrs, Intellectual, Healthy Heart Checks
- Health Checks – female and male full health checks
- Workcover including Injurynet
- Pre-employment medicals. Audio, ECG, Drug & Alcohol screening
- Drivers Medicals Commercial and Health Medicals and over 75's drivers medicals
- Travel Vaccine Clinic – including yellow fever accredited
- Palliative and Aged Care
- Venesections
- Iron Infusions
- Recreational Dive Medicals

Telephone Contact with Doctors

Each Doctor has his/her own preference for accepting and returning calls. In most cases, a message will be sent to the doctor for their attention, if the doctor is with another patient and your call will be returned when the doctor is available.

Cancellations

We offer an appointment reminder system. You will be sent a reminder 24hours prior to your appointment via text message. Through this link you can confirm your appointment or cancel your appointment. Cancelling appointments is totally understandable. 24 hours' notice is appreciated if possible, but we ask that you call the Clinic at least 2 hours prior to your scheduled appointment to cancel. This allows other patients to utilise that appointment time. A Fee of \$50 may apply to patient's who do not attend or cancel within last hour of appointment.

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 you have left enough time for the vaccines and have received the correct health advice.

Childhood Immunisations

Childhood Immunisations are typically provided by our Practice Nurse after consultation with your doctor. The Immunisation record is automatically sent electronically to the Government Immunisation Register.

Reminder System

We are committed to preventative care. We may issue reminder notices via SMS or post, offering you preventative health services appropriate for your care. If you do not want to be part of this service, please let us know. If your doctor has ordered a test for you it is important that you make an appointment as soon as you

have had your test so that your results can be given to you. Please ensure that your contact details are up to date as we may need to contact you if your result is abnormal.

Test Results

We understand that receiving test results is an important part of your treatment. We use a recall system through Hotdoc sms to contact patient's for recall of results. Our policy is that a patient is required to book an appointment with his/her doctor to receive and discuss results. This is to ensure the results are properly communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients. In some situations, a doctor may make other arrangements for communicating results. Please discuss with your doctor exactly how and when he/she intends to make contact. If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with the Doctor. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf. In the case of urgent results, the patient will be contacted by phone.

Privacy/Management of your Personal Health Information

Your medical record is a confidential document, our policy is to ensure the security of your personal health information and is only available to authorised members of staff. A copy of our privacy policy is available upon request.

In accordance with the Privacy Act (1988) all information collected in this practice is treated as "sensitive information". To protect your privacy, this practice operates strictly in accordance with the Act.

We use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g. pathology, x-ray).

Transfer of Medical Records

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form found at Reception. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. We will transfer a health summary free of charge, however a fee applies for documents over 5 pages. Please speak to reception for a quote. This will need to be paid before the records are sent.

Communication Services and Access for Patients with special needs

This practice provides a translator services for our patient's. The clinic can arrange free telephone or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

For those with a walking impairment or wheelchair bound, we have a back entrance to our facility with a ramp leading into the clinic as well as disability parking spots. Assistance with wheelchair from our staff is available on request.

Engaging with Other Services

In order to assist in providing coordinated care, our clinic maintains a directory of local health related services and an on-going professional relationship with many of these providers. Doctors and Nurses engage with local medical services including diagnostic services, hospitals and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services, and health promotion and public health services and programs. Depending on the service provided (e.g. pap smears, vaccinations) your health information may be forwarded to National/State Reminder Systems/Registers. By signing our patient registration from you will be consenting to the above.

Renewing Prescriptions

Please ensure you plan and book ahead with your regular Doctor for script repeats.

For patients who have not attended with their Doctor within 14 days, a script renewal fee of \$15 will be charged if you do not attend an appointment for renewal. This is payable on collecting script. No repeat scripts will be written if you have not had a review with your Doctor within 3 months. These scripts need to be collected and signed for at reception by yourself, your representative or your chemist. If requested to post a \$2 fee will apply in addition to script renewal fee.

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 are 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.

Home Visits

Our preference is for patients to attend the clinic as our Doctors do not visit patients in their home. If a patient is acutely ill, immobile and elderly or have no means of transport to the practice, please call reception on 5491 9044 for discussion of other avenues. Some of our Doctors visit Nursing homes and provide home visits during business hours. Fees may apply.

Facilities

Our onsite services include:

- QML Pathology - open 8.00am to 4.30pm M-F, (closed for Lunch 12-1pm). 9.00am to 12.00 Saturday
- Psychologist
- Full Nursing support - 6 bed treatment room and Private Procedure room for small operations and Chronic Disease clinic
- Accredited Travel Vaccine Clinic
- Physiotherapy - also offering Clinical Pilates and Rehabilitation classes
- Podiatrist
- Dietitian
- Diabetic Educator
- Audiologist
- Custom Denture Clinic
- Sleep Centre - Dusk Till Dawn
- Home Delivery of your Prescriptions from local chemist - ask at Reception

Our waiting room areas are designed to be comfortable and functional.

- Magazines and newspapers are provided for reading and a separate children's area is stocked with toys and books. Please feel free to text/email/browse apps on your mobile devices while visiting our Waiting Room. Reducing device volume is appreciated. For your privacy and the comfort of others, please make/take calls outside the practice.
- In the event of a patient presenting with a cold/flu/cough/etc. we may request that you wear a face mask to avoid cross-infection. Alcohol-based hand rub is available at reception and in the waiting room. Handwashing facilities are available in both toilets.

- We have a disabled toilet with a baby change table.
- The water cooler is located by reception for your convenience.
- We have wheelchairs available for use and wheelchair access located at the back of our building.
- Our facility has free off road parking available at the back of our centre as well as across the road at Ocean Wave Wellness Clinic.

No Smoking Policy

Our practice is smoke/tobacco/vape/etc. free in all areas including the car park. Please extinguish all smoking products before entering the car park and do not smoke while in the car park or outside entrances. Your doctor or nurse will be happy to discuss smoking cessation programs with you.

Occupational Violence/Harassment/Unreasonable Behaviour Policy

Ocean Wave Medical has a Zero Tolerance Policy and is displayed in our waiting room. All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying, etc. is not tolerated and may result in a ban from the practice. In the event of threats or violence the police will be called.

Complaints/Comments/Suggestions

We respect your right to have a constructive, accessible, and confidential means for providing positive or negative feedback about our services, and for having these comments or complaints dealt with in a fair and efficient way.

Any concerns can be brought to the attention of the Practice Manager, your GP or the centre's Principal Doctor.

Written feedback and/or complaints may be placed in our suggestion box located at the bookshelf near reception or can be given to any staff member. We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification (e.g. appearance of clinic, lack of supplies in toilet, temperature). These are matters we may be able to attend to/resolve immediately.

Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. The Practice Manager is also available to speak with you. This may be arranged via reception.

We welcome feedback and suggestions and take all complaints seriously. We use this feedback as part of our internal process to improve or consolidate the services provided by this Practice. We will respond verbally or in writing depending on each circumstance.

If you wish to take a matter further and feel that you would like to discuss the issue with someone outside of the clinic, please contact the Office of the Health Ombudsman on 133 646 or submit a complaint online via www.oho.qld.gov.au.

Ocean Wave Medical has a Data Breach Policy and follow guidelines set by the Office of the Australian Information Commissioner. Further information on this can be found by visiting www.oaic.gov.au.

PRESCRIBING DRUGS OF ADDICTION

It is a Policy of Ocean Wave Medical that new patients will not be prescribed drugs of dependence at the first visit.

We follow guidelines and seek approval from the Monitored Medicines Unit (MMU) before prescribing any S8 or restricted S4 drugs.