



OCEAN  
WAVE  
MEDICAL

Excellence in Family Medicine

## PRACTICE INFORMATION BOOKLET



### OPEN 6 DAYS

87 Bowman Road, Caloundra, Qld 4551

Phone: 54919044 Fax: 54918068

Email: [info@oceanwavemedical.com.au](mailto:info@oceanwavemedical.com.au)

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

<b>Dr Amir Akram</b> MBBS, FRACGP	<i>Special interests include:</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>
<b>Dr Tony Moor</b> MBBS, FRACGP	<i>Special interests include:</i> Aged Care, Palliative Care - Visiting Nursing homes, Cardio Thoracic Medicine, Skin Checks & Minor Procedures, Venesections, Iron Infusions
<b>Dr Shad Chowdhury</b> MBBS, FRACGP	<i>Special interests include:</i> Chronic Disease Management, Palliative Care, Dermatology and Hepatology.
<b>Dr Jonathan Jing</b> MBBS, FRACGP, AMC	<i>Special interests include:</i> Health Checks including Health Checks 40-49 and 45-49yr old's, healthy Hard Checks, Over 75's Health checks, Travel Vaccination, Skin Checks and Minor Procedures, Workcover and InjuryNet Doctor, Employment Medicals, Implanon, General medicine <i>Speaks: English and Mandarin</i>
<b>Dr Venera Edwards</b> MBBS	<i>Special interests include:</i> Preventative health, 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>

<b>Dr Janice Choi</b> MD, BMedSci	<i>Special interests include:</i> women's health, preventative medicine through health promotion, disease prevention. Skin cancers, Iron Infusions, Minor procedures.
<b>Dr Sylvia Shrestha</b> MBBS, FRACGP	<i>Special interests include:</i> Women's health and paediatrics.
<b>Dr Lorna Alahakoon</b> MBBS	<i>Special interests include:</i> women's health, paediatrics and preventative 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 on-the-day appointments and these are available to book from 8:00am 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 8:00am, as they usually book out quickly. We endeavour to accommodate our existing patients that experience an emergency throughout the day using our Triage Policy.

## Practice Opening Hours

**Monday to Friday – 8:00am to 5:00pm**

**Saturday – 8:00am to 1:00pm**

**Sunday and Public Holidays CLOSED**

Online Bookings available 24/7 through our website [www.oceanwavemedical.com.au](http://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 4pm 7 days a week)**

**Sunshine Coast University Hospital Emergency: 5202 2255**

**Buderim Private Emergency (fees apply) open 24 hours, 7 days. 54520599**

## 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.

Those on an aged care pension, health care card or pension concession or children 15 years and under are eligible for bulk billing, conditions apply to first visit for Health care card holders and other types of pension card holders, private fees apply on first visit, then you will be bulk billed from the second visit onwards if concession card current. Fees are reviewed on 1<sup>st</sup> July each year, check with reception to confirm current fees.

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 visitors with private health insurance may be eligible for rebates through their health fund. The HICAPS machine is available to process some health funds, and there is usually a gap payment.

**Private Fees – for Procedures, Ear Syringing, Wound dressings, Iron Infusions, Venesections, Implanon and casting etc a private fee will be 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.

Cheques and credit terms are only available by prior arrangement with Management.

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, mirena and Kyleena, implanon, ante-natal and post-natal care, menopause and much more
- Children's Health – new baby checks. Children's health and immunisations.
- 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 Injurnet
- 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

## 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.

**Telehealth is now available as an appointment which can be done through phone call. Patients who have had a consult in last 12 months face to face with our clinic are eligible to have a Telehealth consult. These consults are Bulk Billed for our HCC holders and children, and private fees for patients on mixed billing. These appointments can be booked with your Doctor for script renewals, referrals or consults.**

## 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 non-attendance Fee of \$20 will be charged for any non-attendance or for cancelling under 2 hours of your appointment and no further appointments can be booked till this fee has been paid.**

## **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. Flu vaccines are also available.

## **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. Please phone reception to make Childhood Immunisation appointments.

## **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 for recall of results. Our policy is that a patient is required to book an appointment either face to face or via phone 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 service 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 form you will be consenting to the above.

## **Renewing Prescriptions**

Please ensure you plan and book ahead with your regular Doctor for script repeats, as an appointment is required to receive these. In person, phone or telehealth is currently available for script renewals. EScripts can now be dispensed, where Doctor sends a barcode to your smartphone for you to present to Pharmacy for script to be dispensed.

If you cannot attend an appointment a request will be sent to your Doctor. 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.

## **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

At Ocean Wave Medical and Ocean Wave Wellness Centre onsite services include:

- QML Pathology - open 8:00am Monday to Friday (closed for Lunch 12-1pm)
- Full Nursing support - 6 bed treatment room and Private Procedure room for small operations and Chronic Disease clinic
- Accredited Travel Vaccine Clinic
- Podiatrist
- Dietitian

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

- 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. Please advise reception if you have symptoms.
- We have a accessible 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](http://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](http://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.

Our Doctors use QScript (Queensland's real-time prescription monitoring system), prior to prescribing any S8 medicines, any benzodiazepines, any codeine containing products, quetiapine, tramadol, zolpidem or zopiclone

## **ONLINE BOOKING SYSTEM**

Patients can book their appointment online by visiting our website [www.oceanwavemedical.com.au](http://www.oceanwavemedical.com.au) and clicking on the BOOK NOW button, which will take you through the HotDoc online booking system.

Book standard appointment for 1 to 2 issues, to discuss anything in length or more than this please choose long appointment. For childhood immunisations, iron infusions, venesections, care plans or health assessments do not book online, ring our Reception on 5491 9044 as we need to book you with Nurse and Doctor.

## **AFTER HOURS**

**When Ocean Wave Medical is closed, please contact:**

- EMERGENCY 000
- National Home Doctor Service: 137 425
- Sunshine Coast University Hospital Emergency – Phone 5202 2255
- Minor Injury and Illness Clinic: 8:00am to 4:00pm, 7 days at Caloundra Hospital West Terrace, Caloundra, Phone 5436 8500
- Buderim Private Emergency Department, 12 Elsa Wilson Drive, Buderim (Private Fees apply) Open 24 hours, 7 days a week. Phone 5452 0599

## **ALLIED HEALTH AT OCEAN WAVE MEDICAL & OCEAN WAVE WELLNESS CENTRE**

Located here at Ocean Wave Medical we have QML Pathology open 8:00am-3.30pm weekdays.

Custom Denture clinic is in Suite 1 and offer appointments for any denture work, mouth guards etc.

Dietitian visits on site here at OWM and accepts private and care plans.

Ocean Wave Wellness Centre is located adjacent at 27 Mayes Avenue, and offer Podiatry services.

## DIRECTIONS

Ocean Wave Medical is located on Bowman Road, Caloundra, adjacent to the Golden Beach Tavern, and next door to Green Cross Vets. Our carpark entrance is from the rear of Mayes Avenue.

Turn into Fourth Avenue (near McDonalds) then turn left into Mayes Avenue. Parking available in our undercover garage or by entering the driveway between carport and vets. Disabled parking also available.

