



Cairns West Medical Centre



Practice Information Sheet

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The Cairns West Medical Centre welcomes you to our surgery and offers the following information to assist you.

Our **Team** includes:

Dr Peter Vanrietvelde and **Dr Manju Sri**

Our advanced **Practice Nurses** - **Julie** support our doctors, assisted administratively by our team coordinator/practice manager **Makiko**, **Nezi** our senior receptionist, **Hayley** our medical receptionist and **Lehua** our trainee receptionists.

Our team also includes a range of allied health professionals and counsellors.

Appointments may be made by phoning **4053 3399** during **Office Hours** between **8:00am to 5:00pm**, Monday to Fridays, excluding Public Holidays. Please state the degree of **urgency**. If your problem is urgent, we will endeavour to either see you on the same day, or make other arrangements as necessary. Please also state if you need **longer time** for complicated problems or counselling. In general, **appointments** will be required for **all repeat prescriptions**, specialist and allied health **referrals**, medical **reports** and investigation **results**. This will ensure confidentiality and enable us to provide appropriate and relevant advice to meet your ongoing health needs. If you, or someone you are assisting, needs an **interpreter** or has special communications needs, please inform our staff prior to the appointment.

In a serious **EMERGENCY** please dial "**000**", ask for "**Ambulance**", and state your exact address and nature of the emergency - especially for any Chest Pain, difficulty breathing, severe pain or bleeding, a very sick child or a serious accident. If you require urgent **After Hours** assistance, please contact **Dial A Doctor on 1300 030 030** or attend the **Cairns Hospital Emergency Department**. **Home Visits** may be available for those unable to attend the surgery due to illness. Please make arrangements with your doctor. Residential Home and Nursing Home visits are also provided as necessary.

Cancellations with less than **24 hours notice**, **non or late attendance** may incur a non-refundable cancellation fee. Please notify reception staff as soon as you know if you are unable to attend an appointment.

Telephone calls. If you wish to urgently discuss a matter with the doctor and are unable to attend the practice, please call stating the degree of urgency and make suitable arrangements for us to get back to

you.

Off-Street Parking is available at the rear of the medical centre, including **Access** for People with **Physical Disabilities**. Please ring the bell at back door on your arrival. Disabled toilet facilities are also available.

Health promotion and prevention services are also actively used by all of our medical team. Please talk to your doctor or nurse as to what we may have available to assist you.

Recall / Reminders are incorporated into our Medical Record systems so that you may at times receive requests to attend for regular checkups or urgent investigation results. Please discuss with the Doctor or Practise Nurse if you have any queries or do not want any reminders.

There is also a national Pap Smear Register, Childhood Immunisation register that you may choose to utilize. Please advise if you do not want your name added to any national, state or territory registers.

Admission to Cairns Private Hospital can be arranged after assessment by the Emergency Department, your Specialist or your GP. Your GP may then make arrangements to visit you, although please remember that bulk billing is not available, and a full Private Fee will be charged. Your doctor might also refer you to a range of other services.

Fees (Please refer to our **fees list**). **Bulk Billing** will **not** be routinely available, however please always bring your Medicare Card to all appointments. **Full Pensioners, Veteran's Affairs GOLD Cards** and **WHITE Cards** (for the specific condition), plus **Concession Card Holder's** will be **bulk billed**. In general, **full payment** is required at the time of the consultation. If financial issues are a concern, please discuss this with the doctor prior to any consultation.

Confidentiality and Medical Records. This practice is committed to protect your personal health information. All staff must sign a confidentiality clause, and if you feel that this has been breached at any time, please discuss this with your doctor. Medical records are held securely at the Cairns West Medical Centre and are structured to best meet your health needs. If you wish your information to be transferred to another doctor, it is necessary for you to first sign a release declaration from the other doctor and then a copy of any relevant information will be sent to the new doctor (with the original kept at Cairns West Medical Centre). Medical reports for solicitors and Insurance companies will only be done if appropriate consent has been arranged and payment is received up front. If you wish to have a copy of your information, it is recommended (and may be required by your doctor) to book an appointment to adequately explain your medical information. **Privacy Leaflets** are available on request.

This practice is always willing to listen to any suggestions or comments that you may have to improve patient care. Please talk to the Staff / Doctor, or add a comment to the **Suggestion Box**. If you have a **complaint** that you feel has not been sufficiently addressed through this mechanism, please ask for a complaints form.

Formal and independent complaints may be directed to:

the Office of the Health Ombudsman

133 OHO (133 646)

info@oho.qld.gov.au | www.oho.qld.gov.au | PO Box 13281, George Street, Brisbane

A written policy on receiving and returning electronic communication is available on request.

Please do not hesitate in asking the receptionist if you have any questions. Further information can also be found at www.cairnswestmedical.com.au.