



Cairns West Medical Centre

Address: 6/114 Hoare Street Manunda Qld 4870

Phone: 07 4053 3399

Fax: 07 4053 3989

Email: admin@cairnswestmedical.com.au

Website: www.cairnswestmedical.com.au

Facebook: www.facebook.com/CairnsWestMedical

Practice Information Sheet

We are your medical home, providing patient-centred, continuous, comprehensive, coordinated and above all compassionate care.

Hours of Operation

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

Saturdays 8:00 am to 12:00 pm

Excludes all Public Holidays

Our Care Team

Owner/GP - Dr Peter Vanrietvelde

GP- Dr Masayuki Terazawa

Advanced Practice Nurse - Julie Fava

Medical Practice Assistant - Hayley Jackson

Practice Manager - Makiko Omae

Medical Receptionists - Nezi Te Moni,

Hayley Jackson and Lehua Koka

Practice Services

General Medicine | Home Visits | Check-ups | Cervical Screening Tests | Obstetrics | Spirometry | Vaccinations | Skin Checks | Minor Surgery | ECG | Audiometry | Counselling | Health Assessment Screening | Drivers Medical Certificates | Pre-employment Medicals | Cryotherapy and a lot more

Appointments

Appointments may be made by phoning 4053 3399 or free call 1800 343 233 during office hours between 8:00

am & 5:00 pm, Monday to Fridays and Saturdays 8:00 am to 12:00 pm 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 require a longer appointment 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. 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. 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.

Walk-in patients

All patients are seen on appointment.

If your matter is urgent, the reception will triage and you will be attended in a timely manner depending on your clinical needs.

After hours and emergency care

In a serious emergency please call 000, ask for an 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.

Fees

(Please refer to our fees list). Bulk Billing will not be routinely available, however, please always bring your Medicare Card to all appointments. 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.

Most Common Consultation Fees can be seen on our fees list. This is available at reception or through our website.

Telephone Calls

All telephone calls are answered by a member of the practice who must adhere to the following guidelines: Staff follow the practice booking system for all patient appointments, Before any calls are placed on hold staff must first ask if the matter is urgent, Staff follow the practice triage system for patients requesting urgent appointments, Staff make sure that the patient is correctly identified by using three of the approved patient identifiers such as (Family name and given names, Date of birth, Gender (as identified by the patient), Address, etc.) Staff are also mindful of confidentiality and patient's right to privacy. No names are openly stated over the telephone within earshot of other patients and/or visitors. Staff members are aware of each doctor's policy on accepting or returning calls. In non-urgent situations, patient calls need not interrupt consultations with other patients, but a message containing the information is given to the person in a timely manner



Cairns West Medical Centre

Electronic Communication

Our practice email account for patients and stakeholders for communication with our practice is admin@cairnswestmedicalcentre.com.au. Only appropriate non-clinical matters are dealt with via email exchanges. No consulting or advisory services are conducted by email. This must be communicated face to face by a medical practitioner or another appropriate health professional unless there are exceptional circumstances. This email account is routinely checked throughout the business day by a designated staff member. Email messages are forwarded to the appropriate team member for a response within 24 hours. Our practice uses SMS messaging to remind patients of their upcoming appointments. There is no medical or identifying information used in these messages. Communication conducted with a patient via electronic means will be added to the patient's medical record by the team member resolving the enquiry.

Communicating with patients requiring assistance

A contact list of translator and interpreter services and services for patients with a disability is maintained, updated regularly and readily available to all staff at reception. These include:
National Relay Service (NRS) 1800 555 727
Translation and Interpreter Service (TIS) Doctors
Priority Line 1300 131 450

Test Results

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate

this, please make sure reception have your current phone number and address details when booking or on settling your account.

Recalls and Reminder System

Recalls and 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 if you have any queries or do not want any reminders. There is also a national Cervical Screening Test 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.

Feedback

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

Management of patient health information

This practice is committed to protecting 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 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 policy leaflets are available on request or refer to our website.

Cancellations

Cancellations with less than 24 hours notice and 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.

Patient Rights

You have a right to access timely, safe and quality care from your GP. You have a right to a safe, secure and supportive healthcare environment. You have a right to a general practice environment that respects your healthcare needs. You have a right to an open two-way communication partnership with your GP. You have a right to be included in decisions and choices about your care. You have a right to privacy and confidentiality of your personal information. You have a right to comment on your care and have your concerns addressed. If you feel your rights are not supported, we would appreciate your feedback.

Access

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