



My DOCTORS CLINIC

16/3221 Surfers Paradise Blvd
SURFERS PARADISE QLD 4217

Phone: 07 5592 2299 Fax: 5539 9188

After Hours: 134-100

www.mydoctorsclinicsurfers.com.au

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday to Friday	7.00 am - 5.00 pm
Saturday and Sunday	8.00am -5.00 pm
Public Holidays	8.00 am-5.00 pm

DOCTORS

Dr Stephen Clapham	Dr Greeshma Tummala
Dr Tariq Hayat Jamalidini	Dr Day Hong Ma
Dr Paul Fisher	Dr Haseeb Alam
Dr Altaf Latif Ayyaril	Dr Mohammed Sadique
Dr Inayatullah Rind	Dr Abdul Raheem Abdul-Razack
Dr Tariqul Islam	

ALLIED HEALTH

Physiotherapist - Maximiliano Calvanese; Travis Docherty
Podiatrist – Jennifer Watkins
Dietitian – Hayley Coles
Psychologist – Dr Brian Drury, DR Majella Fallon

APPOINTMENTS

- We have a Hot doc online booking system to make booking an appointment more convenient for you.
- Cancellations – please kindly contact us to cancel or reschedule your appointment.
- Say hello when you arrive
- If you have chest pain or difficulty in breathing, kindly inform reception staff IMMEDIATELY.
- If you have medication that needs to be refrigerated, kindly inform reception staff.

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If your appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays. Appointments can be made online via our website.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a longer consultation time than 10minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues e.g. Pap smear combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks, cosmetic disport or filler.

WALK INS

We do accept walk in appointments, however if we are fully booked and your needs are not urgent, we will make an appointment for you at the earliest available time.

CONTINUITY OF CARE

We endeavour to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognize it is not always possible to see the same doctor, so our system of recording notes takes this into account.

SERVICES OFFERED BY THE PRACTICE

- General Medicine
- Skin and mole checks
- Minor operations for removal of cysts, moles and skin cancers
- Cryotherapy (freezing) of sun spots
- Childhood vaccinations, Adult routine and travel vaccinations

- Medicinal Cannabis Clinic
- Opioid Treatment Programme
- ECG's & Respiratory function tests (Spirometry)
- Family planning/contraceptive advice
- Women's preventative health, breast checks and pap smears
- Antenatal "shared care" and postnatal care
- Men's preventative Health
- Sutures to lacerations
- Health assessments, Aged care
- Chronic diseases Management such as asthma, diabetes and heart disease
- Cosmetic Procedures – Filler, Injectables, PDT
- Weight loss or gain advice
- Counselling and mental health
- Medicals – workplace, insurance, Workcover
- PRP and Cool Sculpting

FEES

My Doctors Clinic is predominantly a bulk-billing surgery, and our aim is to provide patients with affordable health care. Bulk billing is available for current Medicare card holders. New Patients will be charged a one off \$45 out of pocket fee for their first consultation. Non-Medicare patients will be charged a private fee at each consult unless insurance is accepted. Please remember to bring your Medicare Card with you to each appointment as well as Pension or Health Care card. Some Procedures are not covered by Medicare.

The Dr's prices may vary depending on the doctor's choice of payments. Please consult the reception staff if needing to enquire about each doctors fees and charges.

INVESTIGATIONS

The doctors in the practice can perform electrocardiograms (ECG), lung function testing, and blood sugar testing, pregnancy tests, hearing tests, Holter monitor, 24-hour BP monitor, and ABI monitor. Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when needed.

FOLLOW UP APPOINTMENTS

If your Doctor has requested any further tests e.g. X-rays and blood tests, kindly make an appointment to see your doctor in 3 to 5 days. Reception staff do not have access to this information and are not authorised to give any clinical information to patients.

RECALLS AND REMINDERS

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care. My Doctors Clinic use HOTDOC as our recall system. This service enables us to send scheduled health reminders to patients by SMS, which ensures that patients are recalled and reminded when a health check is due or if their GP needs to see them again.

We are required to obtain your consent to send out these reminders. Your GP will discuss this and will include this in your notes when you consent to this.

PRESCRIPTIONS

Prescriptions are issued during your consultation with your GP. Reception cannot access this or print this. If you have lost a prescription or need a repeat, kindly make an appointment to see your GP.

For your convenience we now have our own onsite CHEMIST.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

AFTER HOURS

Medical care is available on a 24-hour basis covered by the Hello home doctor Service. If you require medical attention outside our opening hours, please telephone 134-100 and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Home Doctor Service, a full written doctor's report will be faxed to us for inclusion in your records, the next day. We team with Hello Home Doctor Services to ensure our patients have quality medical care available 24 hours a day, 365 days a year.

HOME VISITS

We have doctors who will do home visits for their patients who are very ill.

For further information please phone our reception staff.

SECURE MANAGEMENT OF HEALTH INFORMATION

My Doctors Clinic respects your privacy. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. All doctors at the practice use the computerized medical records to record information, order tests, provide prescriptions and file specialist's reports. Our computers are password protected and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. Please ask a member of Reception if you would like a copy of our Privacy Policy.

TEST RESULTS

Where blood tests or other investigations have been ordered, you will need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the staff at My Doctors Clinic will contact you to make an appointment. To ensure confidentiality, test results will not be given over the phone.

TRANSFER OF MEDICAL RECORDS

If you require a copy of your records to be sent elsewhere our practice sends a summary for free; but there is a charge for preparing complete records. You will need to sign a consent form at reception and discuss with receptionist the transfer fee. The fee charged will depend on how large your medical file is.

DISABILITIES

It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties, please approach our staff who will be very willing to assist.

COMMUNICATION

We only provide telephone consults for all proven Covid 19 patients only.

The doctors will not take phone calls from patients for any other reason. If you phone to speak to a doctor our staff will take your details and get back to you. We will only interrupt the doctor if your situation is urgent.

Electronic communication is available through the email address surfersreception@mydoctorsclinic.com.au.

Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via hot doc booking system or calling us on 07 5592 2299.

Our written policy on receiving and returning electronic communication can be requested from reception. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement.

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! My Doctors Clinic aims to serve you the best way we can. We welcome your suggestions in the suggestions box on how we can improve. We take your concerns, suggestions, and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager Javed Anwar, or send an e-mail to surfersmanager@mydoctorsclinic.com.au if your complaint was unresolved, please contact the Office of the Health Ombudsman, 400 George St, Brisbane City QLD 4000, telephone 13 36 46.

Privacy & Confidentiality

The practice makes every effort to ensure that patient privacy and confidentiality is respected according to the government regulations and the practice policies.

PRACTICE WEBSITE

Please visit our website www.mydoctorsclincsurfers.com.au for additional information about our practice and check out our latest 'What's New' information section on our website to keep yourself informed.