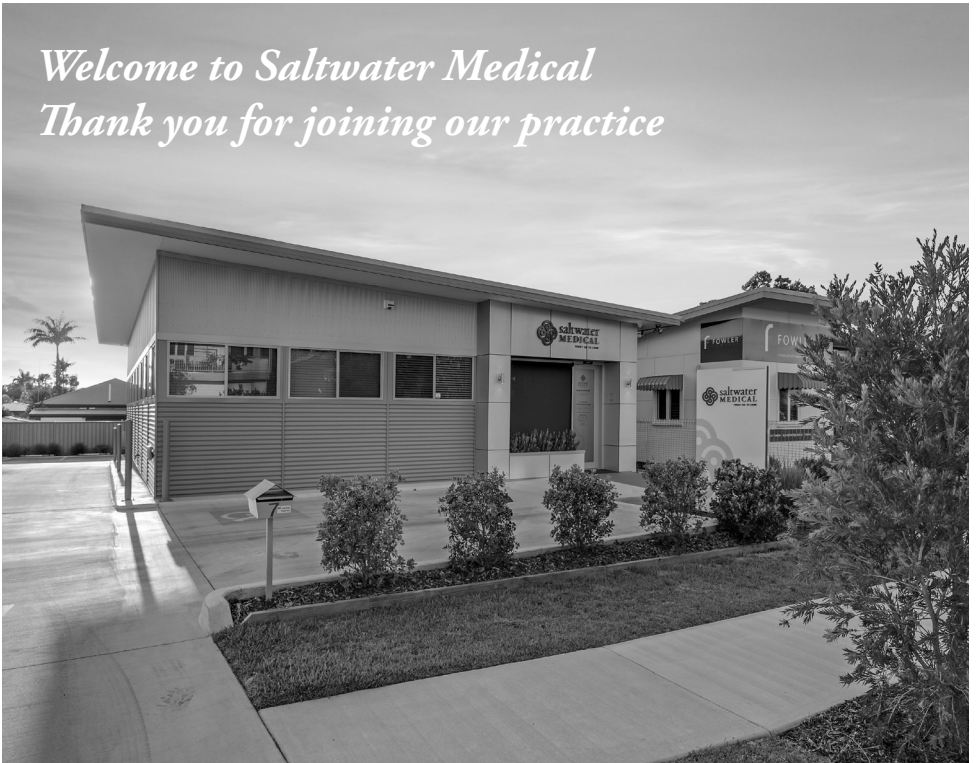




# Patient Information Book

Current as at 31 July 2017

*Welcome to Saltwater Medical  
Thank you for joining our practice*



*We value the trust you've placed in us and we look forward to supporting you and your family's health now and in the future.*

Please take the time to read this booklet—it's designed to provide you with important information about the services we offer and how to best access our care.

**At Saltwater Medical we're proud to offer our patients a broad range of high-quality general medical services, all delivered with care and your long-term health in mind.**

**We are a Doctor-owned, private-billing practice focused on delivering exceptional care. We do this by providing highly trained specialist GPs, state-of-the-art facilities and generous appointments, which means you'll never feel rushed out the door.**

**You and your Doctor will have the time to explore your health concerns so that you leave with peace of mind and a clear plan for your medical issue. Our support staff are experienced professionals, trained and empowered to go above and beyond to support you in a proactive, dignified and caring manner.**

## Appointments

At Saltwater Medical we pride ourselves on giving our patients generous consultations. And because we don't overbook our lists, you'll find we usually run on time—barring unforeseen medical emergencies. As a courtesy to other patients, we would also appreciate your punctual attendance to assist us to run on time.

Consultations with our Doctors are made by appointment, either by

calling us or via our website. You are welcome to book an appointment with the Doctor of your choice.

The list below provides information about common appointment types and explains what they are generally suitable for. So we can run on time, we appreciate your help in booking appropriate length appointments, using this information as a guide. If you're not sure what type of appointment to book, please talk to our reception staff who will be happy to assist.

### Common Appointment Types

- **Standard consultation**  
(up to 20 minutes)  
Suitable for a single standard issue e.g. ear infection, urinary tract infection, colds/flu or pap-smears etc.
- **Long consultation**  
(up to 40 minutes)  
Suitable for more complex issues like mental health concerns or patients with multiple issues.
- **Short consultation**  
(up to 10 minutes)  
Suitable for a short, simple issue e.g. repeat prescription, referral or blood pressure check.
- **GP Mental Health Care Plan**  
(up to 40 minutes)  
For patients requiring subsidised access to a psychologist.
- **GP Management Plan & Team Care Arrangements**  
(up to 40 minutes)  
For patients seeking subsidised allied health services e.g. physio, speech pathology etc.

## New patients

We warmly welcome new patients to the practice who will usually be booked into a long consultation for their first visit. This allows your Doctor the time to take a thorough history, perform any relevant examinations and attend to your medical concerns in a comprehensive manner. If you don't use all of the allocated time, your doctor will bill you accordingly. Your appointment is billed based on a combination of the time taken and the services provided.

## On-the-day appointments and emergencies

We understand that you need to see a Doctor when you're acutely unwell. That's why we keep a number of 'on-the-day' appointments for existing patients. These appointments are allocated on a first-in, first-served basis. To secure an 'on-the-day' appointment it's best to call us at 7.30am when we open our phone lines, as they usually book out quickly. Existing patients that experience an emergency during the day can usually be accommodated, subject to triage by our clinical staff.

## Billing and Medicare rebates

Because of our longer appointments and our focus on providing you with the highest possible level of care and service, we are unable to bulk bill for our services. However, we do

provide discounted fees for children under 13, Healthcare card holders, DVA card holders and Pension card holders.

Because we strongly support the government vaccination program, we also deliver childhood immunisations as a 'gap-free' service, which means your Medicare rebate will be equal to the cost of the consultation.

## Fees

Our fees are listed on the next page and they cover the cost of providing you with a high-quality healthcare service, including experienced, specialist GPs and staff who are committed to ongoing professional development.

They also cover the provision of a purpose-built, state-of-the-art medical facility, accreditation costs, medical equipment, consumables, rent, insurances, utilities, IT systems and an integrated set of patient reminders and communication systems.

Payment of the full consultation fee is required on completion of your appointment, including those billed as a 'gap-free' service e.g. childhood vaccinations.

**For your convenience, in most instances we can process your Medicare rebate back onto your debit card on the spot, saving you the hassle of a separate claims process.**

## List of common fees

This schedule is provided as a guide, however, it is not exhaustive.

Our staff will be happy to provide you with an estimate of fees for services not listed below.

Appointment Type	Regular Fee	Discount Fee	Medicare Rebate	Gap Reg / Disc	
<b>Standard consultation (Item Number: 23)</b> Suitable for a single standard issue e.g. ear infection, urinary tract infection, colds/flu or pap-smears etc.	\$78.00	\$58.00	\$37.05	\$40.95 / \$20.95	
<b>Long consultation (Item Number: 36)</b> Suitable for complex issues like mental health concerns or patients with multiple issues.	\$140.00	\$110.00	\$71.70	\$68.30 / \$38.30	
<b>Short consultation (Item Number: 3)</b> Suitable for a short, simple issue e.g. repeat prescription, referral or blood pressure check.	\$35.00	\$25.00	\$16.95	\$18.05 / \$8.05	
<b>GP Mental Health Plan (Item Number: 2715)</b> For those patients requiring subsidised access to a psychologist.	\$140.00	\$110.00	\$91.05	\$48.95 / \$18.95	
<b>GP Management Plan &amp; Team Care arrangements</b> For those patients requiring subsidised allied health services, e.g. physio, speech pathology etc.	ITEM 721	\$154.25	\$149.25	\$144.25	\$10.00 / \$5.00
	ITEM 723	\$124.30	\$119.30	\$114.30	\$10.00 / \$5.00
<b>Treatment Room Fee</b> A treatment room fee may apply for various procedures, including plaster casting, IV fluid rehydration, dressings etc. Fees will be advised accordingly.					

## Our services

We can assist in all areas of general medicine but our Doctors also have a special interest in women's, children's and seniors' health. Home visits are available in certain circumstances for existing patients of the practice.

Here is a brief list of some of the services we offer. The list is not exhaustive though, so if you've got a medical concern, we're sure to be able to help.

- Women's health
- Mirena and Implanon insertion / removal
- Children's health and vaccinations
- Seniors' health
- Diabetes care
- Asthma management
- Over 75 health assessments
- 45-49 year old health checks
- Mental health care plans
- Chronic disease management
- Gender & sexual identity
- Dermatology & skin checks
- Sports medicine
- Minor procedures

## Delays

Despite our best efforts, given the unpredictable nature of medical care, we will sometimes experience unavoidable delays, mostly due to medical emergencies. However, we will make every effort to be proactive in communicating with patients about known delays.

## Prompt attendance, cancellations and non-attendance

We pride ourselves on our punctuality, so in order to help us run on time, please ensure you arrive at our practice at least five minutes before your scheduled appointment.

Your appointment is booked and held especially for you, so if you no longer require it, or cannot attend, please provide at least four hours' notice so that it can be offered to other patients on the waiting list.

We understand things can sometimes come up unexpectedly, however, repeated failure to attend your appointment or notify us within a reasonable time frame may incur a non-Medicare eligible fee, or result in the inability to book further appointments.

## Phoning your Doctor

Generally your Doctor will be consulting with other patients, so a message will be sent with the details of your enquiry. Most calls are reviewed at the end of each consulting session and will be returned as soon as the Doctor becomes available.

### Your Doctor for life...

We are a Doctor-owned practice with deep family links to Caloundra reaching back 100 years. We are proud locals, continuing a family tradition of service and commitment to the local community.

## Results

If your Doctor makes a request for pathology or imaging tests, they will systematically check those results as they come in. Please rest assured that we run state-of-the-art computerised systems to ensure your results are always checked by your Doctor.

- **Due to the high volume of tests ordered each day, we will only ever contact you for follow up if your results are abnormal.**
- **This means that if you don't hear from us, your test results were normal.**
- **If your Doctor needs to discuss abnormal results, you will be contacted by our staff to arrange a follow up appointment.**
- **Following your tests, if you are still experiencing symptoms or issues, please make a follow up appointment.**

Unfortunately results can not be communicated by our reception staff as they are not clinically qualified to do so, nor do they have access to view your clinical health records.

Follow up appointments to discuss results enables your Doctor to support you in maintaining and coordinating your long-term health, which is our primary concern.

The only exception to this policy is that normal pap-smear results will be forwarded to patients by mail once the result is available. This usually takes 2-3 weeks.

## Recalls and reminders

We run state-of-the-art computer systems which support an automated patient recall and reminder system. You will be prompted to attend the surgery for an appointment if you meet the criteria in our system, or if your Doctor feels that it is appropriate. If you would like to opt out of these reminders, please advise our staff.

## Repeat prescriptions and referrals

So that we can properly monitor your health and meet our ethical and legal responsibilities, a consultation is required for all repeat prescriptions and specialist referrals. This enables your Doctor to check your medical condition and prescriptions, and/or provide the specialist with an up-to-date history and other pertinent information about your health. A specialist referral is a legal document that enables you to claim benefits from Medicare. It is important that you obtain your referral before your specialist appointment, as it is illegal for a GP to backdate referrals or write one without having had a consultation with the patient.

## Medical certificates

Patients need to see a Doctor to obtain a medical certificate and, by law, we are not permitted to backdate these certificates under any circumstances. If you require a medical certificate please ask at the time of your consultation.

## Disability facilities

Our practice is designed for easy wheelchair access. We also have a wheelchair available on site to assist you to access our premises if required. Should you have special needs please discuss them with our reception staff or your Doctor.

## We respect your privacy

Our practice collects personal health information and safeguards its confidentiality and privacy in accordance with the Australian Privacy Principles and the Privacy Act (1988). If you would like to obtain a copy of our privacy policy or have any questions or concerns, please see our Practice Manager.

## Keeping your information current

In order to support our patient's medical needs, we like to keep our records as accurate as possible. Please let us know if any of your information has changed since your last visit and we'll be happy to update your record. This is especially important if you have changed your address or contact details, have received an updated Medicare card, or if your custody arrangements or health status has changed.

## Communicating with us

You can contact our practice by phone, fax, our website or via email. You are also welcome to drop in and speak to our reception staff at any time.

Due to security and privacy concerns, we discourage the use of email to transmit your private health information to us. For the same reasons, we will not use email to send your health information to anyone, including yourself.

## After hours medical services

Saltwater Medical has a formal medical deputising arrangement in place with the National Home Doctor Service. If you require medical services outside of our consulting hours, please telephone the National Home Doctor Service on 13 7425.

## Feedback and complaints

Our goal is to provide high-quality, personal and caring health services.

If you have any concerns, suggestions or even compliments please feel free to have a discussion at any time with our Practice Manager.

We genuinely wish to hear from you if you are dissatisfied in any way with the service you have received so that we can resolve your issue in person. If you'd like to make a complaint, please contact our Practice Manager. If you prefer to contact the Office of the Health Ombudsman, the contact details are:

### Office of the Health Ombudsman

PO Box 13281, George Street,  
Brisbane, QLD, 4003  
Telephone: 133 646



**saltwater**<sup>®</sup>  
**MEDICAL**

TRUST US TO CARE

Some things deserve more time and attention  
*We believe your health is one of them*

### Consulting Hours

**Monday** 7:40am – 5.00pm


**Tuesday** 7:40am – 5.00pm

**Wednesday** 7:40am – 5.00pm

**Thursday** 7:40am – 6.00pm

**Friday** 7:40am – 4.00pm



 7 Fourth Avenue, Caloundra, QLD 4551

 (07) 5301 9828 |  (07) 5491 6275

 [info@saltwatermedical.com.au](mailto:info@saltwatermedical.com.au)

[www.saltwatermedical.com.au](http://www.saltwatermedical.com.au)



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