

# Patient Information Book

Current as at 4 February 2019



Time



Care



Experience



## Welcome to Saltwater Medical

We are a state-of-the-art GP practice with an unwavering focus on providing generous, high-quality health care. Please take the time to read this booklet, as it provides important information about the services we offer, important practice policies and how to best access our care.

*Thank you for choosing Saltwater Medical,  
and for sharing in our vision of providing  
exceptional health care, without compromise.*

We are a family-owned, private-billing general practice offering a broad range of evidence-based medical services, all delivered with personal care and your long-term health in mind. We often receive wonderful feedback about the exceptional quality of care we provide, which we believe is second to none on the Sunshine Coast.

**Our service has been purposefully designed to give you a higher quality of care by using the following core approach:**

- + We ensure the doctors on our team are all experienced, consultant GPs with a caring and thorough approach;
- + We provide generous appointments - we book 20 minute standard appointments, while most other practices offer between 6-15 minute standard appointments;
- + We pride ourselves on running on time (barring medical emergencies) and we also appreciate your punctuality to assist us;
- + We put a laser-like focus on providing excellent service, which is delivered by professional, well-trained support staff; and
- + We provide a state-of-the-art, well-equipped, welcoming and comfortable facility.

**We are passionate about providing healthcare without compromise to our valued patients, and we are very mindful of, and grateful for, the trust you have placed in us to care for your health.**

**We warmly welcome you to our practice!**



**Dr Nicola Kettleton-Butler**

MBBS, FRACGP, B. Sc App  
Practice Principal / Owner



**Ms Jen Kettleton-Butler**

MBA (EXEC), Dip Mgt, Adv Cert. Design  
Practice Director / Owner



Some things deserve more  
time and attention.



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*We believe your health is one of them.*



**Your medical practice for life...**

We are a small, family-owned general practice with deep family ties to Caloundra that reach back over 100 years. As proud locals, we are honoured to be continuing a family tradition of service and commitment to our local community.



## Appointments

At Saltwater Medical we pride ourselves on giving our patients generous consultations, so you'll hopefully never feel rushed out the door.

Our consultations are billed according to the time taken with your doctor, or in some cases, the complexity of the procedure (see over page for more information about our fees). The most common appointment type at Saltwater Medical is called a **Standard Consultation**, which is an appointment that lasts up to 20 minutes. Our appointment policy is quite different to other medical practices, who typically offer shorter standard appointments that vary anywhere between 6 to 15 minutes.

**A Standard Consultation is generally suitable for a single issue for a single patient.**



**Your appointment time is held especially for you and we make every effort to run on time.**

Your punctuality is appreciated because it assists us to run on time for other patients booked after you. We also appreciate 4 hours notice if you need to cancel. We are usually fully booked, so giving us reasonable notice of your cancellation allows us the opportunity to offer your appointment to other patients who are wanting to see a doctor that day.

Fees may apply for repeat late/non-attendance or late cancellations and may result in the inability to book further appointments.

## New patients

We warmly welcome new patients to the practice, who will usually be booked into a **Long Consultation** (40 minutes) for their first visit. This allows your doctor the time to take a thorough history, perform any relevant examinations, set up your patient chart and attend to your medical concern in a comprehensive manner. If you don't use more than 20 minutes for your initial consult, your doctor will bill you accordingly. This booking policy gives our new patients the opportunity to start their relationship with our practice in a thorough and positive way, and it also assists us to run on time for the benefit of all other patients.

## About our doctors

Our doctors are hand-picked by our practice principal, Dr Nicola Kettleton-Butler, for their clinical expertise and their fit with Saltwater Medical's values and our vision to provide exceptional healthcare without compromise. They are all independent, consultant doctors who have completed their specialist GP training with the Royal Australian College of General Practitioners (RACGP), and they are responsible for all decisions regarding patient medical treatment and healthcare.

## What sort of appointment should I book?

**Booking the correct length of appointment helps us to give you the high quality service you deserve, and it also helps us to run on time.**

We appreciate your help in booking your appointments using the information below 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.

- **Standard Consultation** (20 minutes) - Suitable for a single standard issue e.g. ear infection, urinary tract infection, colds/flu or pap-smears etc.
- **Long Consultation** (40 minutes) - Suitable for complex issues (e.g. mental health) or multiple issues.
- **Care Plans** (40 minutes) - For patients requiring the GP to prepare a plan for Medicare subsidised psychology or allied health services.
- **Childhood Immunisations & Procedures** - Please call reception to book, as nursing assistance and treatment room access is required.

## On-the-Day and urgent appointments

We understand that you need to see a doctor when you're acutely unwell. That's why we always keep a number of 'On-the-Day' appointments for existing patients. These appointments are not published online, so please call our reception team if there is an acute issue and we will make every effort to triage you into an appointment as soon as possible.

**To secure an 'On-the-Day' appointment, it's best to call us at 7.30 am when we open our phones, as they usually fill quite quickly.**

Existing patients that experience an acute issue during the day can usually be accommodated, subject to triage by our clinical staff.

## Fees, rebates & childhood immunisations

Because of our longer appointments, and our focus on providing you with the highest 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.

**As we strongly support the Australian Immunisation Program, we deliver scheduled childhood immunisations as a 'gap-free' service, which means your Medicare rebate will be equal to the cost of the consultation.**

Our fees are listed on the next page and they cover the cost of providing you with a generous, high-quality service. 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.

# Fee schedule for services

As at 4 February 2019 | \*Concession & DVA card holders & children under 13 qualify for our discounted fees

Our private-billing service has been purposefully designed to give you a higher quality of care. We offer generous appointments with experienced, consultant GPs who have a caring and thorough approach to patient care. We are also focussed on providing a state-of-the-art facility and we support you with excellent service, delivered by a well-trained, professional practice team.

Our staff can provide you with an estimate of fees for services not listed below.

Consultation Type	Regular Fees	Discount Fees*	Medicare Rebate	Out of Pocket
<b>Standard Consultation</b> (Item 23) Up to 20 minutes Suitable for a single standard issue e.g. ear infection, urinary tract infection, coughs and colds, or pap-smear etc.	\$82.00	\$61.00	<b>\$37.60</b>	\$44.40 (Reg) \$23.40 (Disc)
<b>Long Consultation</b> (Item 36) Between 20-40 minutes Suitable for a complex issue, or for patients with a list of multiple issues.	\$146.00	\$115.00	<b>\$72.80</b>	\$73.20 (Reg) \$42.20 (Disc)
<b>Prolonged Consultation</b> (Item 44) Greater than 40 minutes For patients requiring a prolonged consult, likely for chronic disease management or multiple complex issues.	\$205.00	\$175.00	<b>\$107.15</b>	\$97.85 (Reg) \$67.85 (Disc)
<b>GP Mental Health Treatment Plan</b> (Item 2715) Between 20-40 minutes For patients requiring a co-ordinated plan from a GP in order to access Medicare subsidies to see a psychologist for up to 6 sessions per calendar year.	\$146.00	\$115.00	<b>\$91.05</b>	\$54.95 (Reg) \$23.95 (Disc)
<b>Review of GP Mental Health Treatment Plan</b> (Item 2712) Between 20-40 minutes For patients requiring a review of an existing MHTP in order to access further Medicare subsidies to see a psychologist for up to an additional 4 sessions per calendar year.	\$146.00	\$115.00	<b>\$71.70</b>	\$74.30 (Reg) \$43.30 (Disc)
<b>Treatment Room and Consumable Fees</b> In addition to the consultation provided by your doctor, various procedures attract a fee to cover the cost of nursing support and consumables e.g. excision packs, dressings, sutures etc. • Biopsy \$17 • Simple Excision \$27 • Complex Excision \$37 • Basic Dressing \$7 • Complex Dressing \$10 • Private Flu Vaccination \$20				

Consultation Type	Regular Fees	Discount Fees*	Medicare Rebate	Out of Pocket
<b>GP Management Plan &amp; Team Care Arrangement</b> (Complex/ Chronic Disease) (Item 721 & 723) Between 20-40 minutes For complex issues / chronic disease requiring a GP Management Plan & Team Care Arrangement to access Medicare subsidies to see Allied Health professionals for up to 5 sessions (calendar year).	\$288.55	\$278.55	<b>\$258.55</b>	\$30.00 (Reg) \$20.00 (Disc)
<b>Review of GP Management Plan and / or Team Care Arrangement</b> (Item 732 each) Between 20-40 minutes For review of an existing plan and / or Team Care Arrangement.	\$87.05 (per review)	\$82.05 (per review)	<b>\$72.05 (per review)</b>	\$15.00 (Reg) \$10.00 (Disc) (per review)
<b>Iron Infusion</b> For patients requiring IV iron administration by the doctor. Fully supervised by the practice nurse with all treatment room consumables included. <b>Please note:</b> Ferinject (the iron) needs to be prescribed at a prior consult and filled at a pharmacy before your procedure.	\$300.00	\$269.00	<b>\$72.80</b>	\$227.20 (Reg) \$196.20 (Disc)
<b>Insertion of an IUD</b> For the insertion of an IUD contraceptive device. <b>Please note:</b> the IUD needs to be prescribed at a prior consult and filled at a pharmacy prior to your procedure. We can also remove and insert, or just remove IUDs - please see your GP for the details of these procedures.	\$300.00	\$269.00	<b>\$118.35</b>	\$181.65 (Reg) \$150.65 (Disc)
<b>Excisions   Appointment length varies</b> Fees vary depending on the complexity of the procedure and the histopathology result (the Medicare rebate varies according to this result). On the day of your procedure there will be a treatment room fee, with the account for your actual procedure put on hold until the result is returned. Unless otherwise advised, the fee for your procedure will be the Medicare rebate + \$50.00, payable when the result is advised (normally at the appointment to remove sutures).			Varies depending on the result	\$50 unless otherwise advised

## Your Medicare rebate can often be received on-the-spot

To save you the hassle of a separate claims process, once you have paid your account we can usually help you to claim your Medicare rebate on-the-spot using our TYRO machine\*. You can pay your account any way you like (cash, credit card or debit card), however you need a debit card to collect your rebate on-the-spot using our TYRO machine (Medicare cannot put your rebate back into a credit card). If you prefer, we can send your claim to Medicare for assessment, and they will usually deposit it into your Medicare-linked bank account within 48 hours. Alternatively, you can take your receipt to a Medicare office or use the MyGov app to claim your rebate.

\* Some item numbers for less common procedures and appointments are not able to be claimed using our Tyro machine and will need to be further assessed by Medicare.

## Our services

We can assist in all areas of general medicine, including those listed below. 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, including IUD insertion and removal
- Children's health and vaccinations
- Seniors' health including heart and arthritis issues
- Diabetes care and asthma management
- Over 75 health assessments
- 45-49 year old health checks
- Mental health care plans
- Travel vaccinations and advice
- Chronic disease management
- Gender & sexual identity (LGBTIQ friendly)
- Expert skin checks & dermatology
- Sexual Health and STI screening
- Iron infusions and B12 injections
- Musculoskeletal and sports injuries
- Minor procedures and excisions

## Emergencies

Please dial 000 or attend the nearest hospital in an emergency. The nearest hospital to our practice is:

**Sunshine Coast University Hospital (SCUH)**

Doherty Street, Birtinya, QLD, 4575

## Minor Injuries and Illness Clinic

If you are unable to secure an 'On-the-Day' appointment with us, and the issue is acute, you could present to the Minor Injury and Illness Clinic (MIIC). This is a walk-in, government-funded health service designed to treat patients with non-life threatening issues who can't get an appointment on the day with their regular GP (e.g. broken bones, lacerations, minor burns, mild illness).

The MIIC is open 9.00 am to 9.00 pm, 7 days a week and is located in the former Caloundra Hospital Emergency Department in West Tce, Caloundra.

## Non-attendance, late cancellations & punctuality

We take pride in delivering high quality healthcare, which is why your appointment time is booked and held especially for you. If you no longer require it, or cannot attend, please provide at least 4 business hours' notice of your cancellation. We are usually fully booked, so giving 4 hours' notice allows us to offer your appointment to other patients. Unfortunately, failure to attend or notify us within the required time frame may incur a non-Medicare

rebatable fee (\$82 for a standard appointment, \$146 for a long appointment). Repeated late or non-attendance may also result in the inability to book further appointments. We pride ourselves on running on time (barring medical emergencies), so your punctuality is also appreciated. If you arrive unreasonably late for your appointment you may need to reschedule.

## Delays

We understand your time is valuable, which is why we have purposefully structured our service to minimise the chance of delays and to address the reasons why many GP practices often run late (i.e double booking lists and booking appointments into unrealistic time slots). Despite our best efforts, we will occasionally experience unavoidable delays due to medical emergencies. In these circumstances, we appreciate your understanding, and will make every effort to communicate with you about known delays.

## Telephone policy

Most issues are best dealt with in a consultation with your doctor. However, if you do need to call your doctor, please be aware that they will usually be attending to other patients. Our reception staff will take a detailed message and pass it on to your doctor who will respond as soon as practicable. Please inform our reception staff if the matter is urgent.

## Recalls and reminders

Patients will be contacted for a follow up appointment (this is called a recall) where clinically indicated by a test result or other circumstances considered relevant by your doctor. Our practice uses a state-of-the-art patient reminder and recall system which prompts you to attend the surgery for an appointment for recurring healthcare issues such as annual checkups, care plans and immunisations or, if your doctor feels that a consultation is appropriate. If you would like to opt out of these reminders, please advise our staff.

## 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.

## Referrals

So that we can properly monitor your health and meet our ethical and legal responsibilities, a consultation is required for all referrals. This enables your doctor to provide the specialist with an up-to-date history and other information about your condition. A referral is a legal document that enables you to claim benefits from Medicare, so 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.

## Test results - no news is good news

When your doctor sends you for tests, they will systematically check the results/reports as they come in. Results can take anywhere from 24 hrs to several days to come back to us, depending on the test.

- **We will only ever contact you if your results are abnormal.**
- **If you don't hear from us, it means your result was normal.**
- **If your doctor needs to discuss abnormal results with you, our staff will contact you to arrange a follow up (recall) consultation.**
- **Following your tests, if you are still experiencing symptoms or issues, please make a follow up appointment.**

Follow up appointments are required to discuss results as this enables your doctor to support you in maintaining and coordinating your long-term health.

**PLEASE NOTE: Results will not be released or communicated by our reception staff as they are not clinically qualified to do so.**

### Cervical Screening Results

Normal cervical screening results will be forwarded to patients by mail once the result is available. This usually takes 2-3 weeks.

## Disability facilities

Our practice is designed for easy wheelchair access and we have a wheelchair available to assist you if required. Should you have special needs please discuss them with our reception staff who will be happy to assist.

## Prescriptions

A consultation is required for prescriptions, as this enables your doctor to properly monitor your health and check the medical condition for which the script is being written.

### Repeat scripts without a consultation

In certain circumstances, your doctor may be willing to write a repeat prescription without a consultation, however there is a \$20 fee to cover the administrative costs involved and the doctor's time to check and record notes in your chart. Generally speaking, your doctor will be happy to write a repeat prescription if they've seen you within the last 3-6 months (depending on the condition), and if the medication has been previously prescribed at our practice. If you would like to request a repeat prescription without a consult, please call our reception and they will send your request to your doctor. Please allow 48 hours for requests to be processed, as they are written in and around the doctor's consulting sessions.

## Drugs of addiction prescribing policy

For your safety, the doctors at Saltwater Medical will not prescribe drugs of addiction to new patients at their first appointment.

## We respect your privacy

Our practice collects personal patient health information and safeguards your 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 if you have any questions, please contact our Practice Director.

## Keeping your information current

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 address or contact details, have received an updated Medicare card, or if custody arrangements or your health status has changed.

## Communicating with us

You can contact our practice by phone or fax. You are also welcome to drop in and speak to our reception staff at any time. Due to security and privacy reasons, we discourage the use of email to transmit your private health information to us, as email is the digital equivalent of sending a postcard and can be easily intercepted. For the same reason, we will not use email to send your health information to anyone, including yourself.

## Home visits and after hours medical services

Home visits are available in certain circumstances for existing patients of the practice. Please feel free to discuss this with your doctor. After hours healthcare is provided by the National Home Doctor Service. If you require medical attention outside of our consulting hours, please call 13 7425.

## Zero tolerance for violent or aggressive behaviour

For the safety of our staff and patients we will not tolerate violent, rude, or aggressive behaviour at our practice. Anyone who acts in this manner will be asked to leave and the police may be called. It may also result in the inability to book further appointments at our practice.

## 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 Director.

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 wish to make a complaint, please contact our Practice Director. 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



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

## Opening Hours

**Monday to Wednesday** 7.40 am–5.00 pm

**Thursday** 7.40 am–6.00 pm

**Friday** 7.40 am–4.00 pm

### Same day appointments - our phones open at 7.30 am Monday-Friday

Each day we hold a number of 'On-the-Day' appointments for patients needing to see a doctor that day. These appointments are not published online so you need to call the practice to be triaged into one of them.

If you require an 'On-the-Day' appointment please call as early as possible, as they usually fill up quickly.

**If you are experiencing an emergency please call 000  
or go to the nearest emergency department.**



### Proud to be an AGPAL accredited practice

We value safety and quality, which is why we have invested in developing systems and processes that comply with the comprehensive standards set down by the Royal Australian College of General Practitioners (RACGP). We always strive for continual improvement in line with ever evolving standards of evidence-based best practice, and have recently been audited by AGPAL (an independent quality assessor) as meeting the RACGP standards.

 7 Fourth Avenue, Caloundra, QLD 4551

 (07) 5301 9828 |  (07) 5491 6275

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



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