

## Services

- Family Medicine
- General family health
- Well woman & Well man checks
- Infant & Adolescent health
- Childhood immunisations
- Skin checks
- Skin cancer removal
- Ante-natal & post-natal checks
- Sexual health
- Contraception & family planning
- Circumcisions
- Vasectomies
- IUD insertion and removal
- Contraceptive implant insertions and removals
- Minor surgery
- Microsuction for ear wax removal
- Iron infusions
- Travel vaccinations and advice
- Drivers license medicals
- Pre-employment/insurance medicals
- ECG and respiratory assessment
- Preventative health checks
- Chronic disease management (including health checks, care planning, asthma management, diabetes care, heart disease and weight management)

## Visiting Specialists and Allied Health Professionals:

- Audiologist
- Cardiologist
- Dietitian
- Exercise Physiologist
- Lactation Nurse & Sleep Settle Consultant
- Obstetrician & Gynaecologist
- Psychologist
- Urologist

## Care Outside Normal Opening Hours

Outside of our normal operating hours (listed at the front of this brochure), you can contact **Hello Home Doctor Service on 134 100**. Note that Hello Home Doctor Service does not cover all regions. Please contact their call centre to see if your residential area is covered. If not, proceed to your nearest Emergency Department. **Remember in emergencies to contact 000.**

**Feedback:** We are interested in your suggestions and appreciate your input. Periodically Patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time, you can provide feedback to reception.

**Code of Ethics:** This Practice abides by the AMA Code of Practice. Please discuss any problems in a timely manner with the doctor or staff on duty. Your concerns will be attended to promptly and confidentially without discrimination.

**If you wish to take any complaints further, you may contact:**

### Office of the Health Ombudsman

Po Box 13281 George Street, Brisbane Qld 4003

Ph: 133 OHO (133 646). Fax: (07) 3319 6350

Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Website: <http://www.oho.qld.gov.au/contact-us/>

### Privacy & Confidentiality

All Health Service Providers must comply with the Privacy Act 1988(Commonwealth). The Act incorporates Australian Privacy Principles (APPs) that set the rules for the handling of personal information. These Principles cover collection, use, storage and disclosure of information.

Fully informed and voluntary consent as to the above must be obtained before or as soon as practicable after the collection of Health Information. Information about a person's medical history is needed to assist in providing diagnosis and treatment. To ensure quality and continuity of care a Patient's health information may have to be shared with other health care providers.

There are circumstances where a Medical Practitioner is legally bound to disclose personal information. A request to view your medical records or to obtain a copy should be discussed with your Doctor and put in writing. Please refer to our Privacy policy on our website/at reception that provides further information on the handling of your medical information.

Please do not hesitate to discuss any concerns you have about privacy related to your health information with your Doctor.

If not satisfied you may contact:

The Federal Privacy Commissioner

GPO Box 5218, Sydney NSW 2000

**Privacy Hotline: 1300 363 992**

### Code of Conduct

Help us make our practice a safe place for everyone, where all parties treat each other with respect. Anyone who yells, makes inappropriate remarks or threatens the safety of others will be asked to leave. This is a smoke free practice.



Jimboomba Health Connect

Unit 1, 69 CERINA CIRCUIT

JIMBOOMBA QLD 4280

Ph: (07) 5546 9766 Fax: (07) 5546 9014

Email: [reception@jimboombamedicalcentre.com.au](mailto:reception@jimboombamedicalcentre.com.au)

Like us on Facebook for regular health updates and information on health issues.

Online appointment bookings now available at [www.jimboombamedicalcentre.com.au](http://www.jimboombamedicalcentre.com.au)

## Practice Hours

(Hours may vary)

**Monday to Friday 7:00am – 7:00pm**

**Saturday & Sunday from 8am**

**Public Holidays – closed**

## DOCTORS

Dr Ingrid Weate	MBBS (QLD)(Hons II), FRACGP, DRANZCOG, B.Pthy
Dr Karen Love	MBBS (QLD), FRACGP, BSc(Psy), DCH
Dr Asif Shahzad	MBBS, FRACGP, FACRRM, FARGP, DRANZCOG(adv)
Dr Sajit Thomas	MBBS, FRACGP, MRCGP
Dr Jean Railton	MBChB, MMed (FamMed), FRACGP, FCFP, DMH, Dip HIV Man
Dr Anila Thomas	MBBS, DRCOG (UK), FRACGP
Dr Mitchell Krosch	BSc, MBBS, DRANZCOG, FRACGP
Dr Mahnoor Bukhari	MBBS
Dr Nidah Admad	MBChB
Dr Marian Herrera	MBBS, BNursing
Dr Yee Hsu Fong	MBBS, B. Bio Engineering
Dr Kam Thim Chong (Jeff)	MBBS, B Med Sc (Hons)
Dr Jibilee Daniel	MBBS, Dip Child Health
Dr I Chun Wang (Jackie)	MBBS
Dr Pharudi Tantirittisak (Ploy)	MD
Dr Saimah Aman	MBBS
Dr Alfina Fathima	MBBS

## PRACTICE NURSES

Evelien, Rachael, Kelina, Cathy, Kylie M and Caitlin

## ADMINISTRATION SUPPORT

Joye, Belinda, Kelly, Susan, Kylie N, Laurie, Candice, Megan, Michelle.

AFTER HOURS CARE:

Hello Home Doctor Service

Ph: 134 100

**Remember in emergencies to contact 000**

Jimboomba Medical Centre is a mixed billing practice. **Bulk Billing is not available outside ordinary working hours (after-hours period: Monday to Friday before 8am and after 5pm. Saturdays and Sundays and on Public Holidays).**

Telehealth appointments may incur a fee which is expected to be paid on the day. If bulk billed, a consent form via sms or email must be acknowledged to avoid fees.

	Children under 16 & DVA Card Holders	Concession Card Holders	Non-concessional Card Holders
Monday - Friday 8am to before 5pm	BB	BB	\$
Monday - Friday 5pm onwards	\$	\$	\$
Saturday 8am to before 1pm	\$	\$	\$
Saturday 1pm onwards	\$\$	\$\$	\$\$
Sunday and Public Holidays All day	\$\$	\$\$	\$\$

BB = Bulk-Billing \$ = Charge as per Fee schedule

#### Fee schedule as at January 2024

Mon-Fri 8:00am till 7:00pm Sat 8:00am till 1:00pm	Cost	Out of pocket expense
Standard consult (less than 20 minutes)	\$80.00	\$38.60
Long consult (20-40 minutes)	\$117.00	\$36.90
Extended consult (40 + minutes)	\$153.00	\$35.00
Weekdays before 8am and after 7pm, Saturday's before 8am and after 1pm, Sundays and Public Holidays all day	Cost	Out of pocket expense
Standard consult (less than 20 minutes)	\$92.00	\$38.10
Long consult (20-40 minutes)	\$129.00	\$36.55
Extended consult (40 + minutes)	\$164.00	\$34.55

Reduced rates during our ordinary hours will apply to students who present their Student Cards and at the doctor's discretion, follow up visits eg. brief appointment to discuss test results.

**Private Consultations** Medicare Australia does not cover consultations for Employment Medicals, Commercial Drivers Licences and Insurance/Super Reports. A private fee will occur for these items, payable on the day of appointment.  
 Employment Medical – \$200 + GST\*  
 Commercial Drivers Licence – \$150 + GST  
 Insurance/Super Forms – from \$250 + GST

**Appointments: We offer online appointment bookings, just go to our website and follow the prompts.** A Standard appointment is 15 minutes, and this is where one problem is addressed. Please make an appointment for each family member.

If you feel more time with the Doctor may be required, you are welcome to request a longer appointment. Please inform our Receptionists, who are trained to assist you.

**If you can no longer attend the appointment, please cancel or reschedule. A fee of \$50.00 applies if you fail to attend your appointment.**

**Doctor of Choice:** We recognise the value of the Doctor Patient relationship. Every effort is made to enable you to see the Doctor of your choice. There may be an occasion when you are seen by another Doctor in the Practice, our records support good communication to facilitate your care. Our Doctors practice ethically and independently.

**Upon arrival** please present your current Medicare Card and all Concession Cards at Reception and inform the Receptionist of any change of address and or phone numbers along with contact details for emergency contact person. For all new patients, ask that you fill out our New Patient Registration Form. You may be asked to complete a patient details update form.

#### Emergencies are assessed promptly

Inform Reception if you are in pain or distress, have shortness of breath and/or chest pain, bleeding, if a rash is present or you have been in an accident prior to arriving.

**After the consultation please report to Reception.**

#### Medical Certificates are legal documents:

We require you to make an appointment to obtain these.

#### Repeat Prescriptions and ongoing Referrals

Request for these items over the phone/email will be passed on to your regular GP. If your doctor is able to complete this request without a consult, there may be a \$10.00 non-claimable fee which will be at the doctors' discretion.

**Home Visits:** are up to the discretion of the Doctor. They are only available to existing patients attending our clinic, who live locally to the practice. Home visits are pre-arranged with the Doctors and are conducted during surgery hours, after hours house calls are available in some circumstances.

**Results & Reports:** Please make an appointment to obtain results and reports unless the Doctor instructs you otherwise.

**You will be contacted to book an appointment if results are considered clinically significant.**

**Recalls & Reminders:** The Practice has a system whereby Patients are contacted for follow-up and preventative health care activities. Our practice participates in the National and State Reminder Registers. Please inform us if you wish to be excluded from these registers.

**Phone Calls/Emails:** Doctors can take calls/respond to emails when time permits. If the Doctor is not available an internal email will be sent, and your call/email will be returned as soon as possible. **Please inform us if the matter is urgent.**

**Building access:** A wheelchair is available. Wheelchairs can access the surgery via the Centre's ramp. A disabled toilet is available within the complex.

**Interpreter services:** the use of Qualified medical interpreters is our preferred choice when interpreting is required, and the use of family members/friends/bilingual staff members are only to be used in an emergency when a qualified medical interpreter is not available.

**Assistance animals welcome:** patients are welcome to bring their registered assistance animal to their appointments. Our practice team may ask to sight the assistance animal identity card, badge or harness to identify registration as our practice policy does not allow pets and emotional support animals into the practice. Further information on assistance animals can be found at reception.