

17 Sparkes Rd, Bray Park Qld 4500
Ph: (07) 3205 4088 Fax: (07) 3205 8260
email: practicemanager@feelingwell.com.au
www.brayparkmedical.com.au



Practice Information Sheet

Our practice is committed to providing comprehensive care to all individuals and families in the community. We operate a fully equipped purpose-built medical centre, which provides high quality medical services.

We are a team of dedicated professionals with up to 30 years' experience providing care to the local community. All our doctors are Vocationally Registered, love being doctors and highly experienced General Practitioners with their own areas of interest as well!

We are located at 17 Sparkes rd Bray Park (next to the bowls club) and are proud that Bray Park Medical Practice is locally owned, and family operated.

Bray Park Medical Practice is about respect and acceptance, of all cultures, sexualities and beliefs.

Practice Hours:

Monday	7:30am – 6:00 pm
Tuesday	7:30am – 5:30 pm
Wednesday	7:30am – 6:00 pm
Thursday	7:30am – 5:30 pm
Friday	7:30am – 5:00 pm
Saturday	8:00am – 12:00 pm
Sunday & public holidays	CLOSED

Appointments:

We prefer to work by appointments as this allows us time to provide optimum care and service. Appointments can be made by calling reception or via our website www.brayparkmedical.com.au or via Hotdoc. Urgent problems will, however, be assessed promptly so please discuss this with the receptionist or practice nurse. Your preferred Doctor may not always be available or is already fully booked, one of the other doctors will be pleased to help you.

A standard consultation is 15 minutes. If you require a longer consultation for example - multiple or complex problems, medicals or minor operations, please advise when booking. Longer appointments are generally advised for situations such as first antenatal visits, pap smears, multi-country travel vaccinations, care plans and if you are new to the practice.

The practice has a quality treatment and procedural room with the latest medical equipment including ECG and spirometry machine.

We make every effort to keep our appointments running on time, but if an urgent situation arises, it will be dealt with as a priority. We thank you in advance for your understanding.

Please notify us if you will be unable to keep your appointment. We will not provide services without a consultation unless previously discussed with your doctor.

SMS Appointment reminders

Your appointment is confirmed when booked into our software system. With your consent, we will routinely send an SMS to your mobile phone the day before an appointment to remind you of your appointment. These SMS reminders serve to compliment appointment cards.

Due to having no control over phone service providers, we cannot be responsible to undelivered or delayed messages.

Cancellations

The need to cancel an appointment is understandable. 24 hours' notice is appreciated if possible, but we ask that you call the clinic at least 2 hours prior to scheduled appointment to cancel. This allows patients to attend at that appointment time.

Reminder System

We are committed to preventative care. We may issue reminder notices from time to time offering you preventative health services appropriate for your care. If you do not want to be a part of this service please let us know.

Non-Attendance Fee:

A \$30 non-attendance fee will be charged for missed appointments. There is no rebate for this fee.

New patients:

New patients are required to fill a New Patient Registration Form. This form can be filled out electronically via Hotdoc, or in person on arrival before your appointment time at the clinic.

This form is available for download on the clinic's website.

Doctors and Medical Team

Doctors

Dr Michael Bailey MBBS
 Dr Frank Demaoi MBBS
 Dr Rebecca Fuller MBBS
 Dr Adrian Jones MBBS. (Telehealth only)
 Dr Corne Kriek MBChB FRACGP PGdipCEM
 Dr Adam Louws MBBS
 Dr Janet Mills MBBS
 Dr Hayley Skidmore MBBS
 Dr Aida Vizcaya Guarin MBBS FRACGP

Nurses

Wendy Bishop RN
 Ayla Houghton RN
 Veronica Schenck RN

Diabetes Educator/Pharmacist

Donna Wellins B.Pharm CDE Dip Nut AACP

Pharmacist

Jill Cochrane. B. Pharm

Reception Team

Rebecca Harrison – Practice Manager

Judy Elledge

Ella Ryle

Anne Hollins

Elaine Teale

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 call our afterhours doctors on **134-100** or **137425**

Home Visits may be available for those unable to attend the surgery due to illness. Please make arrangements with your doctor. Nursing Home visits are also provided as necessary.

Private Casualty Facilities are available at St Vincents Private Hospital NorthSide Emergency.

Phone: 07 3326 3000

Services Available

Children's Health/Vaccinations	Senior's Health
Women's Health	Work Cover/Worker Compensation
Diabetes Educator	Asthma management
Mental Health Assessment	Weight Management
Travel Medicine	Dietician
Iron Infusions	Minor emergencies
Skin clinic	Care Plans

Privacy/Management of your Personal Health Record:

Our practice follows the OAIC Australian Privacy Principles as detailed here:

<https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

Any information contained in your health record is confidential and is only available to authorised staff. A copy of our Privacy Policy is located at Reception.

Communication with your doctor:

Our reception team will be happy to take your telephone message and pass it on to the doctor, who will deal with it as soon as they are available to do so. Each doctor has his/her own preference for accepting and returning calls. Non-clinical staff will not give treatment or advice by telephone nor give an email contact address for the clinic. E-mail contact is highly discouraged due to security and timeliness issues.

Test Results

We understand that receiving a test result is an important part of your treatment. Our policy is that a patient is required to book an appointment with his/her doctor to receive and discuss results. This is to ensure the results are properly communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients. In some situations, a doctor may make other arrangements for communicating results such as via Hotdoc message. Please contact the clinic for follow up with your doctor.

Transfer of Medical Records

If you wish to transfer your health records to our clinic from another clinic, please complete the request to transfer medical records form. Fees may be charged by the other clinic. If you wish to transfer your record from this clinic to another clinic, please ask your new clinic to arrange for this to occur. If you decide to transfer care away from our clinic, there may be a charge to transfer your records dependent on time taken to arrange.

Engaging with other services

To assist in providing coordinated care, our clinic maintains a directory of local health related services and an ongoing professional relationship with many of these providers. Doctors and nurses engage with local medical service including diagnostic services, hospitals, and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services and health promotion and public health services and programs. Depending on the service provided (eg pap smears, vaccinations) your health information may be forwarded to National/State reminder systems/registers. By signing our patient registration form you will be consenting to the above.

Interpreter Services

Our practice encourages patients to utilize the Translating and Interpreting Service (TIS) - Doctors priority Line (1300 131 450) or a free interpreting service is available for patients who are deaf and use Australian Sign Language.

Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1800 246 945.

Fees and Billing

Pensioners, Health Care Card Holders and DVA cards and children under 16 with a valid Medicare card are

bulk billed. We require full payment on the day for Private Patients. Our practice also charges an additional fee for Iron infusion and non-government vaccines.

Please refer to the table below:

Private Billing Fees

Standard Consultation	\$78.00
Iron Infusion	\$150.00
Bexsero	\$133.00
Boostrix	\$45.00
Flu vaccination	\$20.00
Mirena Insertion/Removal	\$227 (\$85 rebate)
Fibreglass cast - fracture	\$25.00

Medicare rebates \$38.10

Payments:

Full payment of fees is required following your consultation. We accept EFTPOS, cash and credit cards.

Covid Safe Waiting Room

Our waiting room area is designed to be comfortable and safe. Due to COVID-19 infection control measures magazines and newspapers and children's toys have been removed. We may ask that you wear a face mask to avoid cross infection and alcohol-based hand rub is available at reception desk. Handwashing facilities are in both toilets.

Smoking:

Bray Park Medical Practice has a strict non-smoking policy. We ask that you refrain from smoking within the vicinity of our practice at all times.

Feedback and Complaints:

We have a suggestion box in our reception for patients to complete if needed. We also accept verbal complaints through reception which are documented, and these complaints will be followed up by the Practice Manager. Bray Park Medical Practice aims to always provide you with the best possible healthcare and service. If you have any complaints, feedback, or suggestions, please fill out a suggestion form, available in the reception area, or ask to speak to our Practice Manager. If we are unable to resolve your complaint to your satisfaction, you may wish to contact the Health Ombudsman at <https://www.oho.qld.gov.au/make-a-complaint>
Ph: 133 OHO (133 646) Mon- Fri 9 am – 4:30 pm.