Practice Information

From Your Doctor

TOOWONG MEDICAL CENTRE

Level 5, Jemcorp House, 49 Sherwood Road, Toowong
Phone 3371 5666

DR JENNY DOWLER
DR EBBY PATEL
DR JEFFREY WANG
DR JOHN BENNETT
DR KIRAN REDDYVARI
DR DILIP DHUPELIA

Receptionists— *Allison, Julie*
Practice Nurse— *Helen*
Clinical Assistant—*Jan,, Ingrid*
Practice Manager—*Judy*

We welcome you to Toowong Medical Centre. We hope the following information will be of use to you and help make your visits to our centre mutually beneficial.

PRACTICE HOURS

Monday to Friday 8.30am to 5.30pm
Saturday 8.30am to11.30am

ACCESS: Direct access to our practice is available via the lift in the arcade off Sherwood Road. There is a loading zone and drop off area for taxis in front of the building.

CONSULTATIONS: Consultations are by appointment. Most consultations take about 15minutes. If you feel you may need longer for the doctor to deal with a particular health problem, please advise the receptionist when making your appointment. Patients without an appointment will be offered the next available time to see either their regular doctor or one of the other practice doctors.
Consultations with your doctor are necessary for repeat prescriptions, specialist referrals and receiving test results.

AFTER HOURS CARE : In a medical emergency, your best course of action may be to go to the emergency department of your nearest Hospital ,eg your closest public hospital or Wesley Private Hospital Auchenflower. An ambulance may be called by dialing 000.
For non-urgent medical situations, please ring Home Doctor Service on 13 7425. A doctor will visit you in your home and notify your usual doctor the following day. There will be a charge from Family Care and from Wesley Emergency for their services.

TELEPHONE CALLS: Telephone calls can interrupt another patient's time with the doctor. Please keep calls to a minimum. If a matter is important, a message may be left with the receptionist and the doctor will return your call as soon as they are able.

RESULTS: So there is no misunderstanding, results are only given to patients at a consultation when any further treatments or procedures may be instigated. Your doctor will advise you to make a further appointment at the time of the consultation when the particular tests are ordered.

HOME & AGED CARE VISITS: Our doctors are able to provide home visits in special circumstances.

FEES POLICY: Our doctors are prepared to accept the Medicare rebate for Pensioners, Veterans, Healthcare Card holders and children under 16 years of age. Other full-time students are charged a discounted private fee with a $10 gap after Medicare rebate. An AMA approved fee is charged for private patients. Part of this can be claimed back from Medicare. We can lodge your claim for you electronically at the time of payment and you will receive your Medicare refund immediately. Any travel medicine related consultations are charged at private fee rates. All Saturday morning consultations are charged at the private fee rate—no concessions.

YOUR MEDICAL RECORD: Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

RECALLS: It is important to return to your doctor when requested by him/her. To help you remember, our practice has a recall and reminder system for investigations such as Pap smears, immunizations, etc.
The Practice participates in national and state reminder systems (eg Immunisations, pap smears). If you wish to be removed from these systems, please advise our receptionist.

FEEDBACK: We welcome your comments about the service you receive in our surgery. A container is available in the reception area for any written comments and suggestions or you may wish to speak directly to our practice manager. If you believe a complaint is not being dealt with satisfactorily, you may contact The Health Quality & Complaints Commission on 07 31205999 or email info@hqcc.qld.gov.au .

TRANSLATION SERVICE: A translation service can be arranged for those patients whose first language is not English. Please ask the receptionist to arrange this when making your appointment.

PRACTICE SERVICES: Our doctors have particular medical interests in a number of different areas and can provide you with the following services:-

- **Preventative advice—*heart disease, diabetes, stop smoking, osteoporosis*.**
- **Sunspots & skin cancers—*diagnosis and removal***
- **Immunisations and Vaccinations—*including travel advice*.**
- **Lifestyle profile, cardio-vascular risk assessment**
- **Seniors health advice—*health assessments, care plans, medication reviews***
- **Pregnancy co-care**
- **Men's and women's health issues**
- **Pediatric and teen health advice**
- **Sexual health**
- **Sports medicine, fitness advice, occupational health**
- **Wound care**