

## AFTER HOURS/HOME VISITS

Family First Medical Centre provides after hours care for our patients on a roster system shared by our GPs. There is a after hours call out fee of \$380.00 for the use of this service. Please call the practice on **(07) 4124 2466** to obtain the on-call Doctor's contact number. After hours services will be privately billed to the patient. From September 2021, Dr Nathan Dickenson has started to do Home Visits for patients. Home visits will be charged at an upfront fee of \$216.30 for the first person seen in the house, with any other patients seen in the home that day bulk billed. There is a Medicare rebate available for home visits, but this will vary depending on the complexity of the consult, and the number of people seen in the house. Home visits are available at the following locations: Point Vernon, Eli Waters, Craignish, Dundowran, Dundowran Beach, Urraween, Kawungan, Torquay, Scarness, Wondunna, Nickenbah, Sunshine Acres. Additionally House Call Doctor offer a bulk billing call out service after hours and they can be called on 13 55 66.

**For urgent medical attention please call 000.**

## RESULTS/RECALLS

It is the policy of the practice that results are to be given by your GP Doctor. Test results require an appointment with the Doctor by phone or face to face. Phone appointments can only occur if you have seen your GP in person within the last 12 months. If your results are 'no action' then you will not be called to see your Doctor. If you are still worried after not hearing back you are welcome to phone one of our reception staff who will advise you if your result is a 'no action' result. **It is your responsibility to advise us of any change of address/mobile phone and landline phone or any other details pertaining to being able to contact you.**

## PATIENT FEEDBACK

We take your concerns seriously. Please feel free to talk to your Doctor, Practice Manager or a staff member about any problems you have with our services. We believe that problems are best dealt within the practice. However, if you feel there is a matter you wish to take up outside the practice, you can contact the Office of the Health Ombudsman:

PO Box 13281, George Street, Brisbane Qld 4003  
P: 133 646 | E: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

## ABUSIVE BEHAVIOUR

This practice takes an active approach to ensure the safety of all our staff. **We do not tolerate bad behaviour or any abuse** towards all staff, and if you show unacceptable behaviour, your file will become inactive and you will be asked to leave the practice.

## SMS SERVICES FOR RECALLS AND REMINDERS

As part of being a patient of our practice you approve the use of us enabling use of your mobile number provided for appointment reminders/appointment recalls/and SMS messages on preventative care. If you **do not** wish to have this feature enabled you will need to speak to one of the administration staff so we can remove you.

## INTERPRETER SERVICES

National Relay Service (NRS)

*For patients with a hearing/communication impairment* **Phone: 133 677.**

Translating and Interpreting Service (TIS)

*For patients who speak languages other than English and require the services of an Interpreter*

**Phone: 131 450**

Please refer to the posters in our reception area.



Family First Medical Centre  
*Health Happiness Harmony.*

**Phone: 07 4124 2466**

2/156 Urraween Rd, Urraween Qld 4655  
Email – [mail@familyfirstmedicalcentre.com.au](mailto:mail@familyfirstmedicalcentre.com.au)  
[www.familyfirstmedicalcentre.com.au](http://www.familyfirstmedicalcentre.com.au)

## OPENING HOURS

Monday to Friday: 7:15am - 5:00pm

## GENERAL PRACTITIONERS

**Dr Wayne Norval** MBChB B.Sc FRACGP DipACSCM

**Dr Nathan Dickenson** MBBS FRACGP

**Dr Sarita Gurung** MD MPH

**Dr Tapash Saha** MBBS MRCP UK

**Dr Daniel Gonzalez** MBBS

**Dr Bhavin Karkar** MD

**Dr Aung Koko** MBBS

## PRACTICE OWNERS

**Wayne & Carrie Norval**

## PRACTICE MANAGER

**Alissa Mahoney**

## OFFICE MANAGER

**Maddie Ross**

## PRACTICE NURSES

**Natasha Robinson** RN

**Jodie Walsh** EN

## MEDICAL RECEPTIONISTS

**Melinda Walters**

**Beverley Burton**

**Chris Willis**

**Ella Walters**

**Michelle Parry**

**Carolien Raven**

## OUR SERVICES

### Skin Services:

- ❖ Mole scans/Skin checks/ Wound Care
- ❖ Skin Biopsy and Skin Cancer Excision
- ❖ Skin Grafts/Skin flaps
- ❖ Cryosurgery  
(freezing of small skin lesions)

### General Practice Services:

- ❖ Health Checks
- ❖ Chronic Disease Management
- ❖ Women's Health/ Men's Health /Children's Health/ Senior's Health
- ❖ Sexual Health
- ❖ Minor procedures
- ❖ WorkCover Consultations
- ❖ Pre-employment Medicals
- ❖ Immunisation
- ❖ Antenatal/Baby Checks
- ❖ Smoking Cessation
- ❖ Mental Health Consultations

## APPOINTMENTS

We run by an appointment system to minimise your waiting time – walk in appointments are not available as our Doctors run by a strict schedule. A routine appointment is 15 minutes. WE DO NOT offer long appointments unless initiated by your GP. Delays may occur while waiting you're your appointment due to unforeseen circumstances, such as an emergency. Your patience would be appreciated if this should happen before your appointment. We ask patients to arrive on time for their appointment so others are not inconvenienced.

## TELEPHONE CALLS

We allow telephone Consults for our existing patients who have seen their GP in person within the last 12 months. Our GP's do not take phone calls from patients unless this is booked into their schedule.

## CANCELLATIONS/ NON ATTENDANCE

Due to the large number of appts that patients have failed to attend and the overwhelming number of patients that our practice turns away each day we now have a strict DNA policy. If you are unable to attend your appt please contact the us at least 3 hours prior to your appointment time. Fees may apply after any missed appointment and/or your patient file may be made inactive. New Patients that fail to attend their first appointment may receive a bill or will be made inactive. Our practice offers a SMS appointment reminder service, however this is a courtesy and should not be relied upon as a way to remember your appointments. We use a 3<sup>rd</sup> party SMS service provider which can sometimes be unreliable so please record all future appointments as you will be marked as a DNA even if our SMS reminder system fails.

## REFERRALS

You must discuss your condition with your Doctor before being referred to a specialist. You will require a doctors appointment.

## MANAGING YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. For further information on your privacy please refer to our *Patient Privacy Brochure* on our website.

## SCRIPTS

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see one of the Doctors before your medication run out.

## FEE STRUCTURE

Family First Medical Centre is a Mix Billing Practice. Dr Wayne Norval Privately bills all Skin Check patients. Dr Nathan Dickenson is also Privately billing all GP and Skin Check patients. Some GP's will Privately bill patients unless they hold a valid Concession or Pensioner Card, under the age of 18 or have DVA Gold Card. Please note some additional services do attract a fee (such as Commercial Drivers Licence or Insurance Reports) or if you do not hold a valid medicare card. Veterans Affairs patients are billed directly to the Dept of Veterans Affairs.

## REMINDER SYSTEM

Our practice is committed to preventive care and participates in a reminder system. We offer a reminder system for skin checks ,pap smears, immunisations, blood tests and other preventive health services appropriate to your care. If you do not wish to be part of this system again please advise our reception staff. If you fail to contact us after being notified you are eligible for a reminder service we will remove you from our reminders list. **It is your responsibility to advise us of change of address/mobile phone and landline phone or any other details pertaining to being able to contact you.**

## FEES FOR FILE TRANSFER

If you are changing Doctor Surgeries contact your new medical centre to request for medical records transfer. Once this is filled out and fees are received we will action the request within 7 working days. Fees are **\$25 for a disk copy** of medical records (assuming your new medical centre accepts XML/HTML format). For paper copies it's **\$40 for records within the last 2 years** and **\$60 for a complete file plus postage costs**, please note **printed copies are only available if your new medical centre is not disk compatible.**