

Doctors of Tewantin are a fully computerised, accredited general practice. We have been operating since January 2010 but our Doctors have been providing medical services in the Tewantin area since 1997. Our Doctors are:

Dr Chandran Ramaswamy MBBS (Lond), DA (UK)

Dr Ramaswamy completed his medical training at Charing Cross Hospital in London in 1982 and emigrated to Australia in 1990. Prior to becoming a GP, Dr Ramaswamy has worked for 3 years doing anaesthetics, 3 years doing obstetrics and gynaecology (delivering over 500 babies) and one year doing ear, nose and throat medicine. After working for 3 years in rural NSW as a GP, Dr Ramaswamy moved to Tewantin in 1997.

Dr Ken Corbett MBChB (Glas), FRACGP, RCGP, BSc DCH

Dr Corbett graduated in Medicine from Glasgow, Scotland, in 1996, with a prior degree in Exercise Physiology. He emigrated to Australia in 1998 and moved to Tewantin in 2003. He has worked in the Emergency Dept at Noosa Hospital, as a GP in Cooroy and has been with DOT since 2013. He has additional experience working in South Africa, Pakistan, and in Indonesia, post tsunami. As well as being a Fellow of the Australian College of General Practice, he has a Diploma in Child Health and a Diploma in Skin Cancer Medicine & Dermatoscopy from the Skin Cancer College of Australasia.

Dr Stephen Grandison

Dr Grandison graduated from Edinburgh Medical School in 1993 and completed his GP training in Scotland in 1998. He worked for 12 years as a GP in the UK before emigrating to Australia in 2011. Dr Grandison has a broad experience in General Practice with postgraduate qualifications in Obstetrics & Gynaecology, Family Planning and Prescribing & Therapeutics. He enjoys all aspects of General Practice but has a special interest in Diabetes, Cardiovascular disease, Paediatrics and Palliative Care. He firmly believes in good communication and combines a thorough evidence-based approach with a friendly and relaxed consulting style. He has been working as a GP in Noosaville for 5 years prior to joining the team at DOT in June 2016. Stephen also provides palliative care through Katie Rose Cottage. Outside of work he has a busy family life and spends whatever spare time he can running around the beautiful local trails.

PRACTICE MANAGER: Teresa Evans

RECEPTIONISTS: Justine Whisker & Pauline Cookman

PRACTICE NURSE: Srs Jo Rymer, Julie Whiting & Cheri Bullen

PRACTICE PHILOSOPHY: We, at Doctors of Tewantin, strive to provide a personal, efficient and highly competent service in a warm and comforting environment. We want you to feel 100% confident that your health is in the hands of highly skilled, experienced and empathetic professionals.

SERVICES AVAILABLE

- Child Health
- Skin Cancer Screening
- Minor Procedures
- Women's/Men's Health
- Drivers Medicals
- Employment Medicals
- Home Visits
- Counselling
- Aboriginal & Torres Strait Health
- Immunisations: Children & Travel
- Mole & Sun Spot Removal
- Occupational Medicine
- Antenatal Shared Care
- Insurance Medicals
- Midwifery Expertise
- Hostel/Nursing Home Visits
- Diabetic & Respiratory Clinics
- Care Plans & Health Assessments

PRACTICE HOURS

Monday to Friday: 8 am to 5 pm

APPOINTMENTS: Every effort will be made to accommodate your preferred time and GP. Doctors of Tewantin use an appointment system consisting of basic 15 minute time slots. In order to maintain efficiency we ask you to inform the receptionist if you think you may require a longer 30 minute consultation. We make a concerted effort to run on time but know you will understand that emergencies will be given priority. If you, or a family member, require an interpreter service, we can organize this for you. Please let us know when you make the appointment. Only one patient per appointment time please.

TELEHEALTH APPOINTMENTS: If you are a regular patient of our practice, and you have had a face-to-face appointment at DOT in the last 12 months then you may be eligible for a Telehealth Consultation. Normal consult fees apply.

AFTER HOURS EMERGENCIES: For all after hours emergencies please phone or attend the Noosa Hospital & Specialist Centre, 111 Goodchap Street, Noosaville, phone **54 559 200**. For other after hours attention the practice mobile is **0428 119 455** – please note this may incur a fee of \$150 for an after hours consultation. This mobile is held only by our Doctors.

IN AN EMERGENCY PLEASE CALL AN AMBULANCE ON 000.

BILLING: We are a private billing practice. Fees are payable at the time of consultation by cash, EFTPOS, mastercard or visa. The schedule of fees for each Dr is on the Notice Board at reception & on our website. Our standard fee for a 5 to 20 minute consult is \$85 and for a longer consult 20-40 minutes it is \$135. Children under the age of 16 will always be bulk billed.

You can choose to pay the full consultation with EFTPOS , reswipe your debit card and within 20 minutes Medicare will reimburse you the consultation fee – you will be out of pocket only the gap payment.

PLEASE BRING YOUR CURRENT MEDICARE CARD & ANY PENSIONER OR HEALTH CARE CARDS TO THE SURGERY FOR YOUR APPOINTMENT.

PRIVACY AND CONFIDENTIALITY IN THE PRACTICE: The provision of quality health care requires a doctor-patient relationship based on trust and confidentiality. All patient information is treated as confidential. Our practice has developed a policy to protect patient privacy in compliance with the privacy legislation - a copy of this privacy policy is on the Notice Board and is also available on request. This legislation prevents us from discussing anything to do with your attendance here with family or friends. If we need to contact you by phone, we are also prevented from identifying that we are ringing from the practice if someone else answers.

CONSENT FORMS: Under the National Privacy Act (2000), patients are required to read and sign our consent forms relating to release of relevant information to third parties.

IMMUNISATIONS: Childhood immunisations are performed by our nursing staff. The children are checked by the Doctor prior to ensure they are well enough. Our practice notifies the Australian Immunisation Register (AIR) once this has been completed. Please bring your 'Baby Book' to this consult so that it can be kept up to date.

TRAVEL IMMUNISATIONS: Our Doctors can provide travel advice regarding vaccination recommendations and provide any necessary prescriptions.

PHONE CALLS: Phone calls will be dealt with according to urgency. If the phone call is regarding a medical condition it may be more appropriate to make an appointment to see the Doctor – ask Teresa, Justine or Pauline if you are unsure.

EMAIL POLICY: It is the policy of Doctors of Tewanin not to email patients their results or any other private information for privacy reasons. Patients can either pick up or we can post the information directly. Thank you for your understanding.

EMERGENCY CONTACT & CULTURAL BACKGROUND: It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you. It is also recommended that you inform us of your cultural background so we can provide you with the most appropriate care.

HOME VISITS: Home visits are made to patients with a debilitating illness.

HOSTEL/NURSING HOME VISITS: The Doctors visit Calgary (Noosa Nursing Centre) & Carramar Nursing Home for existing patients.

PRESCRIPTIONS: Prescriptions require consultation with the doctor to ensure compliance, efficacy and to avoid confusion. Please check all scripts are still valid and that you have enough repeats to cover you until your next appointment.

REFERRALS: Referrals to specialists are legal documents and are required to allow for any Medicare or health fund rebate. No referrals will be given without consultation and discussion with the doctor. **It is illegal to**

backdate referrals. This includes any referrals for review of on-going problems and radiology and pathology services.

RESULTS: Results are electronically downloaded and Doctors check these at least twice daily. Our software AutoMed will advise you via SMS when your results are back and whether there is any follow-up required. You will get 3 SMS reminders to make a non-urgent follow up appointment (in the next 2 weeks). If any urgent results your Dr will ring you directly. We do manually check the list of patients needing follow up so if you haven't responded to your text messages we will ring or send a letter. Please ensure that your contact details are always up to date on our records to make follow up easier. We regret reception staff cannot give out results over the phone. S&N and QML pathology upload your results to your My Health Record after 7 Days.

REMINDER SYSTEM: Our practice is committed to preventative care. We have an extensive reminder system in place for some routine health checks such as cervical screening, skin checks, colonoscopies, diabetes check ups. We may send you a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this system please let your doctor know.

SKIN CLINIC: Comprehensive skin checks are available with Dr Ken Corbett. Dr Corbett has a special interest in Skin Cancer Medicine and is highly skilled at skin cancer removal. Ken has a Certificate in Dermatoscopy (skin surface microscopy which is stored in your record) and a Diploma in Skin Cancer Medicine through the Skin Cancer College of Australasia. Skin checks are charged as a normal consultation and usually take 15 minutes. The vast majority of procedures required can be performed at DOT by Dr Corbett.

WHAT IS A MEDICAL RECORD: 'Medical record' is a general term for many types of health data and includes a patient's progress notes (hand-written or computer generated), appointment books, accounts, consultant reports, hospital discharge summaries, pathology reports, medical imaging reports such as x-rays, videos, photographs and medicolegal reports. If you would like to access your medical record, please enquire with your Dr or the admin staff for the process to follow.

CHANGING TO ANOTHER CLINIC: To obtain a copy of your medical record to be transferred, you will need to ask your new doctor to send a letter requesting the notes with a signed permission form. We will then forward your records to the new practice.

WORKCOVER: Work related injuries are generally not covered by Medicare. We send the relevant paperwork directly to the insurer (usually Workcover Queensland, but dependent on your employer's insurer). Please ask Teresa, Justine or Pauline if you have any queries regarding work cover.

FEEDBACK: Periodically, the practice develops a patient survey to ensure we are meeting your expectations and to identify any problems you may be having. Your participation in these surveys is always greatly appreciated. At all times, we also have a 'Compliments & Complaints' box in the waiting room for you to provide us with any feedback. These can remain anonymous if you wish.

IS THERE A PROBLEM?: If at any time you experience a problem or difficulty with regards to our practice please phone our Practice Manager, Teresa Evans on 54 70 22 11 or write to PO Box 822, Tewantin Q 4565. Please remember we are here to help you. It is important to us to be aware of any difficulties you may be having, so that we can resolve the situation as soon as possible. Alternatively, you may contact The Office of

the Health Ombudsman - www.oho.qld.gov.au and lodge a formal complaint. In most cases, problems arise through lack of communication and misunderstanding, rather than deliberate actions by the staff.

The doctors at our practice prioritise patient consults in the surgery and are generally unable to receive or return patient phone calls. As most issues are best dealt with in a consultation, we encourage you to schedule an appointment at a convenient time. A telehealth consult can be booked online if you would prefer an appointment via a video link or the telephone. Some conditions require a face-to-face visit and your doctor may communicate this to you during a telehealth consult

A 'medical record' is a general term for all of the information collated about a patient for the purpose of treating that patient, including: Progress notes - handwritten or computerised. Specialists' letters and other correspondence. Test results. X-rays and scans.