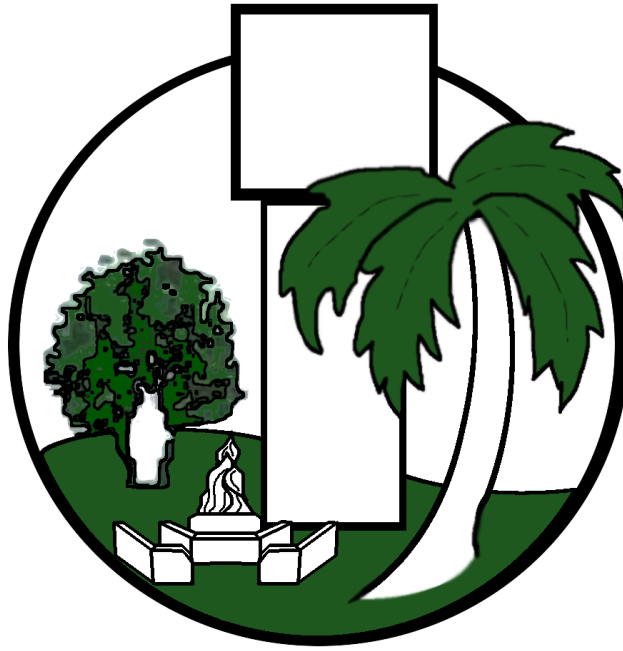


# THEODORE MEDICAL



*Thorough and Thoughtful*

## PATIENT INFORMATION

27 Ninth Ave Theodore 4719

P O Box 213 Theodore 4719

Telephone (07) 4993 1371 (24 hours) Fax: (07) 4993 1857  
Health Improvement – (07) 49931 279

**All life threatening Emergencies Dial 000**

Email: [practice.manager@theodoremedical.com.au](mailto:practice.manager@theodoremedical.com.au)

[www.theodoremedical.com.au](http://www.theodoremedical.com.au)

online appointments via website

*This practice provides a comprehensive rural general practice including surgery, anaesthetics and obstetrics.*

*Theodore Medical believes in Closing the Gap*

*Also available on site is a wide range of diagnostic services including X-ray, ultrasound, hearing, heart and breathing tests.*

*Other services include acupuncture, back manipulation, incontinence treatment*

*Please know we have taken every care to compile accurate information and endeavour to keep this booklet up to date.*

## **STAFF**

### **Dr Bruce Chater OAM**

Practice Principal

MB BS (Hons) Qld, FRACGP, DRANZCOG, FRACRRM, FACNEM

Dr Bruce Chater has been in practice for 38 years and has particular interests in surgery, obstetrics, back manipulation, acupuncture and nutritional medicine.

### **Dr Adele Love**

MB BS (Hons) Qld, FRACGP, Grad Dip RURAL GP, FACRRM, DRACOG

Dr Adele Love has completed her training in Rural General Practice and has a special interest in Women's Health.

### **Dr Elizabeth Clarkson & Dr Salome Villiger**

Registrars MB BS Qld,

Drs Clarkson and Villiger both have an interest in rural medicine and are studying to sit their Australian College of Rural Medicine fellowship.

### **Alix Hedington, Natalie Dunk-Andrews, Leah Hewitt, Sam Moore**

Nursing

Alix, Natalie and Leah have nursing qualifications and provide assistance with a wide range of nursing and other duties. Natalie is a Registered Nurse, Diabetes Educator and Team Leader for Health Improvement. Sam is training to be an Enrolled Nurse.

### **Margaret Hedington**

Reception

Margaret is our medical receptionists who are responsible for all administration duties within the practice, including appointments and billing. The receptionists also provide clerical support & pharmacy assistance to our Doctors. Hailey assists in reception at times to help us with staffing.

### **Danielle Beezley**

As an Aboriginal Health Worker, Danielle co-ordinates and monitors the health needs of Aboriginal patients. If you identify as an Aboriginal or Torres Strait Islander, please feel free to discuss any health concerns you may have with Danielle.

### **Hailey Keene**

Looking after Health Improvement – phone 49931279 for appointments

### **Anne Chater (Operations Manager)**

DipT, B.Ed, Dip Practice Management, Fellow Australian Association Practice Mangers.

Anne's role centres on designing and controlling the process of business operations and services.

### **Natalie Dunk-Andrews (Practice Manager)**

BN, Dip Prof Prac Ldrshp, GradDipHlthSc

Natalie is responsible for the day to day management of Theodore Medical including service delivery, quality patient outcomes and satisfaction, human resources management, equipment management and accreditation.

### **Kelcie Moore, Dianne Beezley and Shirley Mills**

Cleaning and Laundry (respectively) – Kelcie Moore and Dianne Beezley clean the premises and the laundry service is supplied by Shirley Mills.

## SURGERY HOURS & APPOINTMENTS

Theodore Medical Centre offers a 'Locals Only One Problem' (LOOP) clinic between 8.30am and 9.30am. Clinics will be conducted every morning. Pre-booking is not required. The surgery will open at 8.15am and patients will be seen in order of arrival. All patients to be registered by 9.00 am. These consultations are for one problem only. Outside of these times, normal pre-booked consultations will continue.

**CONSULTATIONS** may be arranged by ringing for an appointment during working hours. Normal hours are Monday to Friday 8.30am – 5.30pm. Wednesday afternoons are set-aside for medical training and staff meetings. Emergencies and public holidays as arranged. For details, contact the surgery – 4993 1371. All life threatening emergencies dial 000

Appointments are made by ringing the surgery during working hours or online via [www.theodoremedical.com.au](http://www.theodoremedical.com.au) Please ask for your doctor of choice. Please notify the staff if your problem is URGENT so that they may make appropriate arrangements. Emergency patients, such as fractures, burns, uncontrolled bleeding, chest pain, breathing difficulties will be attended to promptly.

This practice books patients every 15 minutes and a longer appointment can be requested if your consultation is likely to last longer than this. Examples of longer consultations would be: insurance/pre-employment medicals, removal of moles, counselling, initial antenatal visits. New patients will normally be given a longer booking.

**WAITING TIMES** The doctors in this practice are thorough and will ensure your health issues are investigated and treated to the best of their ability. The doctors of this practice are also on call for emergencies and obstetrics. These factors may lead to longer waiting periods. We appreciate your understanding when this happens. Waiting can be frustrating. Please ring the reception staff to see if the doctors are running to time. If the doctors are behind time it will be due to either an emergency, an injured patient, a seriously ill patient or the patient needing some extra care, time and attention.

**AFTER-HOURS** urgent medical problems – at night, weekends or public holidays – please call 4993 1371 (24 hours) or Theodore Hospital on 4990 3000 (24 hours)

If the doctor on call is not at the surgery, the Theodore Medical answering machine will tell you how to contact the doctor on call. Whilst more expensive than an in hours consultation, after hours consultations will still only have a gap of \$40.00 for full fee paying patients.

**HOME VISITS** including visits to the hostel and retirement village can be arranged for situations where your medical condition or disability prevents you being able to attend the surgery. In such cases please ring the surgery staff who will make a home visit time. Non-urgent home visits will normally be arranged for the next working day. The medical practitioners also visit the hospital daily to attend all acute & nursing home type patients requiring attention.

**PHONE CALLS/EMAIL** The practice staff is happy to help you with queries. All medical queries will be directed to nursing staff who will take your call or contact you with an answer or help with arrangements for a consultation with a doctor or, if appropriate, for the doctor to ring/email you back. If enquiring about pathology please do so between 10.30am and 12.30pm and clearly identify yourself to the practice nurse.

**CERTIFICATES** Medical certificates are legal documents. They are available only if you present for consultation with one of our doctors. We cannot issue certificates without you actually seeing the doctor and we are not permitted to issue certificates retrospectively.

## OUR SURGERY BILLING POLICY

If you qualify for a Social Security concession card, pension card or, Veterans concession card, you are billed at a discount. This is done directly to Medicare. You must present your Medicare card and any Concessional Cards to reception upon **arrival** to receive these benefits.

If you are not on a concession card you will be billed for the full fee and payment is required at the end of the consultation. Theodore Medical does not have accounts for prescriptions or pharmacy items. All medications must be paid for at the time of collection.

Consultations are billed according to whether they are:

Level	Consultation Types	Our Fee	Medicare Refund	Out of Pocket
A	Item 3 - simple and short (less than 5 min)	\$42.20	\$17.20	\$25.00
B	Item 23 - standard requiring further tests or examinations (less than 20 min)	\$82.60	37.60	\$45.00
C	Item 36 - long and complex requiring further tests or examinations (less than 40 min)	\$117.80	\$72.80	\$45.00
D	Item 44 - prolonged and highly complex requiring further tests or examinations (more than 40 min)	\$152.15	\$107.15	\$45.00

Further tests and investigations such as X-rays, procedures and other treatments carry an extra fee.

If you need admission to hospital as a private patient, you will receive a full refund of all fees from Medicare and your private health insurance fund.

Medical examinations eg mine medicals, pre-employment medicals and insurance medicals are not claimable on Medicare. Usually these examinations will be paid for by the requesting company or organisation. They are detailed consultations and require at least  $\frac{3}{4}$  hour. Medicals organised by the individual with no connection with a company or organisation will be billed approximately \$260 which is not covered by Medicare.

Accounts are to be settled as you leave the surgery and so have EFPTOS facilities for your convenience.

For your convenience, Medicare Electronic Claiming is available. This system will provide reimbursement into your nominated account within eleven seconds of account being paid in full.

If you are having difficulties paying your account, please talk to the doctor.

### Cancellation Policy Theodore Medical

- Reasonable notice must be given to Theodore Medical so that a cancelled or changed appointment slot can be filled by another patient
- Standard appointments organised by a patient require a minimum notification of six (6) hours or as soon as possible. Usually no fee will be charged for an unseen event or set of circumstances beyond your control for a standard appointment. (Patients who are seen to regularly cancel appointments or who are repeat no shows will be charged a cancellation fee equivalent to consultation type)
- Medicals or long appointments booked by individuals require six hours (6) notice of cancellation. The fee for a cancellation or no show will be the same as the consultation fee.

*Please know we have taken every care to compile accurate information and endeavour to keep this booklet up to date.*

- A company or third party making an appointment is required to give one day's notice of a cancellation or change to appointment. A no show or failure to advise within one day will result in a fee equivalent to the item number associated with appointment to be charged to company/third party as a cancellation fee.

## **PARKING**

Parking is available in Ninth Ave and The Boulevard. Please park to keep driveways and service station entry clear. Patients who are ill or who have mobility difficulties may be let out and collected from the area in front of the footpath leading to the surgery. Please observe the disability parking signs.

## **WAITING ROOM FACILITIES**

The practice provides regular patient education programmes on television in the waiting room. We also provide a monthly newsletter for your information. There is also an extensive range of health education brochures, glossy magazines and up to date newspapers for your information and enjoyment. If you have any specific needs or would like a cup of coffee or tea, please ask the staff who will only be too happy to assist. A TV is also available for viewing and channels may be changed to suit the season eg tennis, cricket! A suggestions box is also available for your thoughts on the practice.

## **DISABILITY ACCESS**

There is disabled access via a wheelchair ramp. The practice has its own wheelchair for those who may require it. Please notify the practice reception staff when you are booking if you have any requirements in this regard. The practice doctors will visit your home within a reasonable distance if your condition requires this.

## **CHILDREN/BABIES**

The practice caters for families. The waiting room has a variety of toys, books and a television. If you require feeding facilities, please ask the staff.

## **PATHOLOGY**

Pathology services are offered for the convenience of Theodore Medical Centre Patients. Pathology requests from outside GPs and Specialists will need to be arranged during a consultation with one of our doctors. Pathology tests are sent to Sullivan & Nicolaides Pathology. Listed are a few handy tips about pathology results.

- The Practice Nurses will contact you as soon as possible if there is anything the doctors need to report to you
- Some results may mean an appointment to come back to doctor is required
- Such appointments mean a significant result. This appointment is important to your health and should be kept.
- Ensure the surgery always has your up to date contact details - phone or mobile phone number- so you can be reached and please ensure that this is the one you want them to reach you on
- Receptionists are not able to give out results
- Please ring between **10.30am** and **12.30pm** if you feel the need to ring for results.
- If detailed information is required about a result please make an appointment to discuss with doctor who is best trained to answer all your questions and concerns.

## REGISTRARS, INTERNS AND MEDICAL STUDENTS

Theodore Medical Centre is a teaching practice. This means medical students, interns and registrars are working and training with our clinical staff. Registrars and Interns are qualified doctors. With respect to medical students, notices will advise you of a student's presence and your permission for them to be a part of your consultation is requested. If this situation is unacceptable to you, please advise Theodore Medical that you are declining the offer of their presence.

## LANGUAGES OTHER THAN ENGLISH

A confidential telephone interpreter service can be arranged to assist in consultations.

## REMINDERS

Theodore Medical uses a Reminder system to provide preventive care for its patients.

This will assist in ensuring that important health checks are remembered and are performed on time. You will be reminded when it is time to visit your doctor for a check-up or as a follow-up to health risks that have previously been found. The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer – particularly cervical and prostate cancer, and immunisation follow-up.

Pap smear reminders are provided by our practice and are posted to you when your smear is due. The State Government has also instituted a Pap smear register and your smear status is registered with them.

Mammography reminders are sent out from Breast Screen Queensland, who keep records on mammography results.

This practice also records details of immunisations, pap smears and mammography. We will provide you with **backup** reminders if you are overdue for these tests but it remains your own responsibility to ensure that you have these screenings carried out.

If you do not wish to be a part of this reminder system or your medical circumstances have changed, please talk to the Doctor or staff regarding your concerns.

## RECALLS

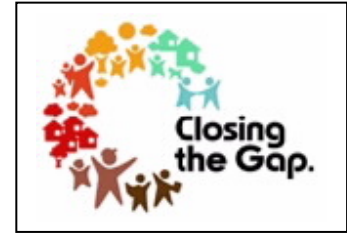
Recalls are when a staff member from Theodore Medical (most likely the Practice Nurse) will ring you to discuss current pathology.

## HEALTH IMPROVEMENT

Theodore Medical provides a health improvement service to assist in the management of chronic diseases such as diabetes, asthma and to do the preliminary examinations of health assessments. This service will also focus on indigenous health checks. Once preliminary health assessments have been done the staff will make appointments with a doctor either at the surgery or if necessary in your home on a specific day.



## CLOSING THE GAP



Theodore Medical is committed to Aboriginal health. If you identify as being an Aboriginal or Torres Strait Islander, please let us know. The Theodore Medical Aboriginal Health Worker Danielle Beezley can then organise a health check visit so as the nurses and doctors can ensure **you stay healthy.**

## PREVENTATIVE CARE & IMMUNISATION

Regular check-ups are vital to ensure continuing good health. The following should be discussed with your doctor where relevant.

- **Blood Pressure** – should be checked every two years for people over 25 years.
- **Cholesterol** – should be tested every five years for people over 25 years.
- **Blood Sugar** – should be tested for people over 40 years especially if there is a family history of diabetes.
- **Skin Check** – moles, freckles, sunspots etc should be checked annually, earlier if any have changed.
- **Bowel Cancer** – tests should be arranged if there is a past history of bowel cancer or any alteration in bowel habit including bleeding.
- **Pap Smears** – should be performed every one to two years on all sexually active women aged between 18 and 70 years.
- **Breast examination** – should be performed every 1-2 years on all women over 40 years.
- **Mammogram** should be performed every two years on women over 50 years.
- **Prostate Examination** – should be performed every two years on men over 40 years.
- **Immunisation** – should be kept up to date. Children follow the national guidelines. Adults should have an ADT (Diphtheria & Tetanus) every 10 years. People “at risk” may need the “flu” vaccination, pneumococcus vaccination, Hepatitis A & B vaccinations.
- **Alcohol & Smoking** – the risks associated with these should be discussed as well as cessation programmes.
- **Weight** – should be monitored regularly and discussion about keeping it within the healthy range made.

## **ALLIED HEALTH VISITING SERVICES**

**Podiatrist** – Kathy Bishop from Rockhampton visits Theodore every 2 to 3 months. Appointments to be made directly with Kathy in Rockhampton by phone on 4922 3305. Patients with a referral to Kathy will have a co-payment of approximately \$10. Other patients will be billed accordingly.

**Diabetes Educator** – Natalie Dunk Andrews provides diabetes education to patients on a daily basis at no additional expense.

**Physiotherapist** – Qld Health provides physiotherapy services monthly, Active Physio from Biloela will be visiting in 2018 on a monthly basis

**Dietician** – visits Theodore Medical monthly. Appointments to be made through the surgery on 49931371. Public and Private available

**Optometrist** - Michael Young visits Theodore Medical every 6 weeks. Appointments to be made through the surgery on 49931371.

**Social Worker** – Qld Health provides social worker services as needed

**Mental Health Nurse** – TBA

**Speech Pathologist** – Naomi Hampell - Lifestyle Therapies and Training Solutions on a monthly basis. Public Speech Pathologist also available

**Occupational Therapist** – Nicole Inslay– Lifestyle Therapies and Training Solutions on a monthly basis. Public Occupational Therapist also available.

**Audiology** – TBA

## **IMMUNISATION – Please check as this schedule changes**

<http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/schedule/default.asp>



# Immunisation Schedule Queensland Children (under 10 years)

July 2018

Always check the Australian Immunisation Register prior to vaccinating

Any additional information about the vaccines included in this schedule should be obtained from the online version of the Australian Immunisation Handbook (AIH).

Age	Disease	Vaccine brand	Reconstitute	Site to administer	Administration	Important notes
Birth	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric	No	Anterolateral thigh	IM	<ul style="list-style-type: none"> <li>Give within 24 hours of birth</li> <li>Can be given up to 7 days after birth</li> </ul>
	Tuberculosis	BCG	No	Deltoid muscle into the humerus	Intradermal	<ul style="list-style-type: none"> <li>Aboriginal &amp; Torres Strait Islander children</li> <li>*Please see BCG note over the page</li> </ul>
2 months and 4 months	DTPa-hepB-IPV-Hib	Infanrix hexa	YES	Anterolateral thigh	IM	ALL CHILDREN
	Pneumococcal	Prevenar 13	No			
6 months	Rotavirus	Rotarix	No	Mouth	Oral	<ul style="list-style-type: none"> <li>1st dose must be given &lt;15 weeks of age</li> <li>2nd dose must be given &lt;25 weeks of age</li> <li>Check the Rotarix dose wheel</li> </ul>
	DTPa-hep B-IPV-Hib	Infanrix hexa	YES	Anterolateral thigh	IM	ALL CHILDREN
	Pneumococcal	Prevenar 13	No			
	Pneumococcal	Prevenar 13				
Pneumococcal	Prevenar 13					
From 6 months to <5 years	Influenza	As supplied		No	<12 months: anterolateral thigh ≥12 months: deltoid	IM
12 months	Measles-mumps-rubella	Priorix OR MMRII	YES	Deltoid	SC or IM	ALL CHILDREN
					SC	
	Meningococcal ACWY	Nimenrix	YES	Deltoid	IM	ALL CHILDREN at 12 months of age
	Pneumococcal	Prevenar 13	No	Deltoid	IM	ALL CHILDREN
	Hepatitis A	Vaqta paediatric	No	Deltoid	IM	Aboriginal & Torres Strait Islander children
Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric	Premature baby <32 weeks gestation or <2000g birthweight only				
18 months	Measles-mumps-rubella-varicella	Priorix Tetra OR Proquad	YES	Deltoid	SC or IM	ALL CHILDREN
					SC	
	Haemophilus influenzae type b	Act-HIB	YES	Deltoid	IM	ALL CHILDREN who receive a Nimenrix at 12 months of age will require Haemophilus influenzae type b at 18 months of age.
	DTPa	Infanrix OR Tripacef	No	Deltoid	IM	ALL CHILDREN
4 years	Hepatitis A	Vaqta paediatric	No	Deltoid	IM	Aboriginal & Torres Strait Islander children
	DTPa-IPV	Infanrix IPV OR Quadacel	No	Deltoid	IM	ALL CHILDREN
4 years	Pneumococcal	Pneumovax 23	No	Deltoid	IM	<ul style="list-style-type: none"> <li>1 dose</li> <li>Children with medical risk factors</li> </ul>

Refer to the *Influenza Immunisation Schedule* at [www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseasesinfection/immunisation/service-providers/influenza](http://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseasesinfection/immunisation/service-providers/influenza)

\*BCG is provided by TB Control Units and is recommended for:  
 • Aboriginal and Torres Strait Islander newborns and other children <5 years of age living in Indigenous communities  
 • Children <5 years travelling to a country of high TB incidence for a prolonged period and newborns where there is a family history of leprosy  
 Further information can be obtained from [www.health.qld.gov.au/\\_data/assets/pdf\\_file/0027/637614/bcg-English.pdf](http://www.health.qld.gov.au/_data/assets/pdf_file/0027/637614/bcg-English.pdf)

Refer to the online version of The Australian Immunisation Handbook – Table 2.2.2: Recommended needle size, length and angle for administering vaccines



If you wish to have only the vaccinations performed a vaccination only appointment can be arranged at no cost.

Please know we have taken every care to compile accurate information and endeavour to keep this booklet up to date.

## ETHICAL CODE

Some time ago we developed a practice philosophy which tries to encompass the healthcare needs of the individual and the community. Every day, each and every one associated with the practice strives to ensure that this ideal is met.

The Practice Philosophy is as follows:

***“To meet the individual and changing needs of the patient and community by providing a comprehensive, professional and efficient primary health service.”***

**SUGGESTION BOX AND FEEDBACK:** If some part of our service is not the way you expect it, please speak with us OR complete a feedback/suggestion form and place in the gold suggestion box which sits in the waiting room. Alternatively please email [anne.chater@theodoremedical.com.au](mailto:anne.chater@theodoremedical.com.au) with your thoughts. We are very approachable and will take any steps necessary to improve the services we provide.

The doctor is always available to speak with you if you have a serious complaint or difficulty. We believe that problems are best dealt with personally in this way.



However, if you feel there is a problem you wish to take up outside, you may contact:

### **The Office of Health Ombudsman**

George Street, Brisbane  
Mail: P O Box 13281, BRISBANE, QLD, 4003  
Phone Number: 133646  
Fax 33196350  
Website [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)  
Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)  
Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

**Data Breach – Theodore Medical is confident your health information is protected from loss, unauthorised access and cybercrime.** If you suspect that there has been a breach of your personal data, please contact Theodore Medical first before contacting the Office of the information Commissioner if we are unable to solve the issue.

07 3234 7373 or [www.oic.qld.gov.au](http://www.oic.qld.gov.au) or [administration@oic.qld.gov.au](mailto:administration@oic.qld.gov.au)

## AUSTRALIAN PRIVACY PRINCIPLES (APP)

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 authorised members of staff. Our Practice Privacy Policy is in accordance with the thirteen **Australian Privacy Principles**. All staff are aware of these principles and implement them in the running of the surgery. The thirteen principles are: (1) **Consideration** of personal information privacy, (2) **Collection** of personal information, (3) **Sensitive** information, (4) **Dealing with unsolicited** personal information, (5) **Notification** of the collection of personal information, (6) **Use or disclosure** of personal information, (7) **Direct marketing**, (8) **Cross border** disclosure of personal information, (9) Use or disclosure of **government related identifiers**, (10) **Quality** of personal information, (11) **Security** of personal information, (12) **Access** to, and **correction** of, personal information, (13) **Correction**. A copy of our APP policy is available upon request.

If you **DO NOT** wish your medical information being used by other health professionals and third parties such as Work Cover, please ask to sign an opting out form.

Privacy information regarding my Health Records can be found at:

[www.oaic.gov.au/privacy-law/other-legislation/my-health-records](http://www.oaic.gov.au/privacy-law/other-legislation/my-health-records)

## Specialist Referrals

Sometimes your health care needs are such that you require a doctor who has more specialised skills in a particular area. To access a specialist doctor a referral letter from your general practitioner is required to:

- Inform the specialist doctor of your health matters
- Ensure communication exists between you, your GP and the specialist
- Allow the Medicare refund for the visit to the specialist

Fees of specialists may vary, so you are encouraged to ask about their fees when making an appointment with the specialist's staff. This is particularly important if you require an operation and/or hospitalisation.

Specialists will not continue to manage aspects of your care which can be well managed by your GP.

Referrals expire after 12 months. Even if you visit the specialist regularly, you will need a new referral every 12 months from the date of the initial referral letter.

## Smoking Policy

For the comfort and safety of patients and staff, Theodore Medical enforces a Non-Smoking policy. When smoking it is a requirement by legislation to be 4 meters from the entrance of the building.



## Confidentiality

### Safe in Our Practice

Each day patients tell doctors, nurses and staff confidential information which they wish to keep between themselves and Theodore Medical. All patients have the right to confidentiality and need to feel secure in the knowledge that this is ensured. The medical, nursing and administration staff of Theodore Medical is committed to providing a safe and secure environment so you know you can discuss any matter relating to your health. Information may be shared with other medical and nursing staff, but only necessary for your care. Your permission must be given before it can be divulged to anyone else, even members of your own family. Theodore Medical has a strict code of confidentiality in keeping with accreditation standards and the Australian Privacy Principles. The staff of Theodore Medical are privileged to be part of your health management and take this opportunity to explain the steps taken to ensure confidentiality is maintained.

### Practice Staff

Doctors and nurses do not share confidential information with reception and administration staff. However, documents have to be scanned into your electronic record, letters typed and your record accessed for administrative purposes – all these tasks are carried out by staff. However, they are not allowed to access your record for any other purpose. Staff are briefed in confidentiality and each team member is a highly trustworthy professional. No member of the team is permitted to discuss any information about patients outside of the working environment - a breach of this confidentiality warrants serious ramifications including possible instant dismissal.

### Computer Records

Theodore Medical is a “*paper-lite*” practice which means all records are kept electronically on computer. Documentation from outside sources are scanned into the relevant electronic record. Computerised records are more efficient and secure than the old paper version, though we still keep the old paper records off site, in secure storage. Each member of staff has a unique password and each access to a patient record is recorded. Under accreditation standards and Australian Privacy Principles data protection protocols are in place.

Only required information is sent electronically to Medicare for example for billing and claims and My Health Record. No outside body is able to access your record from outside the building – in addition the system is protected by a secure and sophisticated firewall to prevent hacking.

### Other Professionals Caring for You

On occasions, it is desirable to share information with other professionals for example health visitors such as the diabetic educator, dietician and psychologist and of course specialists. This is only done following or during referral to these health professionals.

### Reports – Insurance/Employment

Medical requests for insurance reports from outside bodies must be accompanied by the patient's written authorisation. Without your consent the report is not processed. Please note that your consent to these reports requires the doctor to reveal all relevant information.

Pre employment medicals are sometimes initiated by employers which entails a detailed medical examination using a prescribed form which the doctor must adhere to. All findings are sent to the employer who then determines suitability for employment. This medical examination is paid for by the prospective employer.

*Please know we have taken every care to compile accurate information and endeavour to keep this booklet up to date.*



In the case of Mine Medicals only the recommendation is sent to the mine while the full Medical is sent to the Mines area of the Department of Employment, Economic Development and Innovation. Mine Medical examinations may be requested by an individual at the own expense in preparation for employment. Again a prescribed set of medical tests and questions is adhered to and provisional certificate issued

## **Members of Your Family**

On occasion, a member of a patient's family, carer or friend, may be concerned about your health. Neither the doctor nor staff are permitted to divulge any information relating to you to a third party. The same principal applies to a third party trying to obtain test results on behalf of a patient. Theodore Medical does not give out test results to anyone other than the patient – unless prior notice is given by the patient. Sometimes a patient may wish for a friend or relative to attend a consultation. This is not a problem and can be reassuring and helpful for the patient.

## **Concerned About a Relative?**

In a case where a relative is concerned about a patient who refuses to see a doctor, please address your concerns to the relevant doctor in writing or make an appointment. The doctor will not be able to discuss the patient's health with you but he/she may be able to act on the information you have provided.

## **Young People**

Young people who are under 16, if they are deemed to be able to make competent decisions about their own health, have equal right to confidentiality. Test results and information pertaining to the young patient will only be divulged to a third party with patient's consent.

## **Releasing Information without Your Agreement**

There are a very few occasions when doctors are obliged by law to release information without your consent. These situations include if you are profoundly mentally ill, have a serious infection which can be passed on to the general public, are at risk of death or very serious harm, if you place others at risk of death or very serious harm or in cases of child abuse. Your doctor will have to make a judgment, based on individual circumstances, before making this kind of decision.

## **Too Many Questions?**

Sometimes receptionists need to ask you some questions about your health needs and their severity in order to make an appropriate appointment time that best utilises doctor and nursing availability. As well, identifying questions may be asked to ascertain your identity both when booking and attending an appointment to ensure the right patient is booked in. Because of the particular health needs of aboriginal people you will also be asked whether you identify as an aboriginal person when you are first entered into our database.

## **Conclusion**

**Theodore Medical prides itself on secure digital and paper based systems and patient confidentiality. If you have any concerns regarding your medical record or any aspect of patient confidentiality, please contact the Operations Manager Anne Chater, Practice Manager Natalie, Dunk-Andrews, or speak to one of our doctors.**

*Please know we have taken every care to compile accurate information and endeavour to keep this booklet up to date.*

## Practice Survey Results

<b>1. Waiting Times</b>	<p>The doctors at Theodore Medical try hard to keep to time. Providing the right care for patients takes time. The doctors pride themselves in investigating health issues and delivering the best care possible.</p> <p>2018 Theodore Medical will have 5 doctors with 3 working most days. We hope this will help with waiting times whilst still delivering the time to provide a thorough review.</p>
<b>2. Coffee and Tea</b>	<p>Theodore has three great coffee outlets. Xtreme Servo (adjacent to Theodore Medical); Theodore Home and Garden and Willows – (both in The Boulevard)</p> <p>If you can't get to these and would like a cuppa please ask our reception team to make you one. A water cooler is available in the waiting room to help make your time more comfortable.</p>
<b>3. Friendlier Greeting by Doctor</b>	<p>This feedback has been given to our doctors. While we all like a chat, doctors focus on sorting out your medical needs and sometimes with time pressures, management responsibilities and emergencies in the background need to get straight to this.</p>
<b>4. Regular Skin Checks</b>	<p>Our doctors are prompted by our computer systems to annually check your skin if you have had a melanoma. If you are worried about an unusual spot or blemish please make it known to the doctors or make an appointment. Our doctors have excellent equipment and training to identify these problems and deal with most of them on site.</p>





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FRACGP, DRANZCOG, FACENM

Theodore Medical Centre  
ACN 010187407  
Theodore  
Rural General Practice

## Theodore Medical Centre Management of Your Health Information

- This medical practice collects information from you for the primary purpose of providing quality health care. Your doctor in the course of a consultation will also take a medical history which may include personal details (including Date of Birth, Next Of Kin, emergency contacts, marital status, cultural identity, and social history) so that he/she may properly assess, diagnose, treat and be proactive in your health care needs.

Information may be used in the following ways:

- Medical care purposes including routine care, patient recalls and reminders, telehealth, prescriptions and E-Health (My Health Record) See [www.oaic.gov.au/privacy-law/other-legislation/my-health-records](http://www.oaic.gov.au/privacy-law/other-legislation/my-health-records)
- Billing purposes, including compliance with Medicare and Health Insurance Commission requirements.
- Disclosure to others involved in your health care, including treating doctors, Immunisation and Pap Smear registers, hospitals and specialists outside the medical practice. This may occur through referral to other doctors or for medical tests and in the reports or results returned to the medical centre.
- By law, doctors are sometimes required to disclose information for public interest reasons, eg mandatory reporting of some communicable diseases, child safety issues.
- Disclosure to other doctors in the practice, locums, registrars and students attached to the practice for the purpose of patient care and teaching.
- Disclosure for Practice Accreditation, which is used to improve individual and community health care and practice management.
- Disclosure to a Medical Defence Organisation if a medico legal issue arises.
- Disclosure of de-identified data for research, teaching and audit

If your information is to be used for any other purpose other than set above, further consent will be obtained.

You are not obliged to provide information requested of you but failure to do so may compromise the quality of the health care and treatment received.

You may access information collected about you except in some circumstances where access might be legitimately withheld. You will be given an explanation in these circumstances should this arise.

If you do not want your records accessed for any of these purposes, please note this below, hand the completed sheet to the reception staff and we will annotate your computer chart accordingly.

**I DO NOT wish my medical information used for the specific reason circled above. (please circle prohibited use and feel free to discuss with one of our doctors)**

**Name** .....

**Date of Birth** ...../...../.....

**Signature** .....

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