



**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)**

*emails received by Theodore Medical will be answered in 3 to 5 working days*

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

**online appointments via website or Hotdoc**

***Theodore Medical Acknowledges the local Wulli Wulli people as the Traditional Custodians of the land on which we work and live. We recognise their continuing connection to land, water and community and we pay our respect to all Elders past, present and emerging.***

***Theodore Medical believes in Closing the Gap***



***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.*

## **The Theodore Medical Team**

### **Professor Bruce Chater OAM**

Practice Principal

MB BS (Hons) Qld, FRACGP, Dip RANZCOG Advanced, FACRRM,

Dr Bruce Chater has been in practice since January 1981 and has 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**

MB BS Qld, FACRRM. FRACGP, FARGP

Dr Clarkson has an interest in rural medicine and an advance skill in emergency medicine.

### **Dr Sabiena Van Es**

B Biomed Science, MD, Dip RANZCOG Advanced, Registrar PGY 7

### **Alix Conroy, Natalie Dunk-Andrews, Brooke Sparrow, Leah Hewitt**

Nursing

Alix, Natalie Brooke and Leah have nursing qualifications and aid with a wide range of nursing and other duties. Natalie is a Registered Nurse, Diabetes Educator and Team Leader for Health Improvement.

### **Lisa Fredriksson**

Assistants in Nursing and relief in Health Improvements and Reception

### **Margaret Hedington and Nicky Muller**

Reception

Margaret is our senior medical receptionist who is responsible for all administration duties within the practice, including appointments and billing. The receptionists also provide clerical support and pharmacy assistance to our doctors.

### **Danielle Beezley and Shontelle Bradden-Beezley**

As an Aboriginal Health Practitioner, 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. Shontelle is currently training to be an Aboriginal Health Worker.

### **Hailey Keene (RN)**

Looking after Health Improvement – phone 49931279 for appointments

### **Shekaylah Ddodd – AIN - Focusing on Coal Board Medicals**

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

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

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

### **Natalie Dunk-Andrews (Practice Manager and Diabetes Educator)**

BN, Dip Prof Practice Leadership, GradDip Health Science

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.

### **Dianne Beezley, Jarlin Bayles and Shirley Mills**

Cleaning and Laundry (respectively) Dianne and Jarlin 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. Most queries will be answered on the same day with more complex queries taking approximately 3 to 5 days. All urgent calls/emails will be managed immediately.

**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 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, Veteran's 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:

<b>Level</b>	<b>Consultation Types</b>	<b>Our Fee</b>	<b>Medicare Refund</b>	<b>Out of Pocket</b>
A	Item 3 - simple and short (less than 5 min)	\$43.20	\$18.20	\$25.00
B	Item 23 - standard requiring further tests or examinations (less than 20 min)	\$84.75	\$39.75	\$45.00
C	Item 36 - long and complex requiring further tests or examinations (less than 40 min)	\$121.95	\$76.95	\$45.00
D	Item 44 - prolonged and highly complex requiring further tests or examinations (more than 40 min)	\$158.30	\$113.30	\$45.00

Further tests and investigations such as X-rays, some Ultrasounds 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. EFPTOS facilities are available.

For your convenience, Medicare Electronic Claiming is available. This system will provide reimbursement into your nominated bank 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.
- 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**

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

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 and 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 qualified to give out 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.
- Rest assured we will ring you if there is a result that requires follow-up.

## **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. Theodore Medical Aboriginal Health Worker Danielle Beezley and Shontelle Bradden 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** – Cameron Stevenson visits Theodore weekly. Appointments to be made directly with Cameron 0408 147 777 or [cameronstevenson4@hotmail.com](mailto:cameronstevenson4@hotmail.com). Patients with a referral to Cameron will have a co-payment of approximately \$10. Other patients will be billed accordingly.

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

**Physiotherapist** – Private physiotherapist, Melissa Gibbins sees patients at Theodore Medical. Please call 0447 078 346 or email [mel@fmphysio.com.au](mailto:mel@fmphysio.com.au) for appts. Qld Health provides physiotherapy services monthly – referrals via doctors – call hospital 4990 3000

**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** – TBA–

**Mental Health Nurse** – TBA

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

**Occupational Therapist** – Lifestyle Therapies and Training Solutions on a monthly basis. Public Occupational Therapist also available with referrals from doctors

**Exercise Physiologist** – Kate-Lyn from Live Better, Biloela, visits Theodore Medical.

**Audiology** – TBA

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# 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			July 2020			 <small>Queensland Government</small>	
CHILDREN							
		<b>Before vaccinating:</b> <ul style="list-style-type: none"> <li>• ALWAYS review the Australian Immunisation Register (AIR) to check the patient's previous immunisation history</li> <li>• Check the online Australian Immunisation Handbook (the Handbook) or download the Handbook app for information about catch-up vaccination, timing of vaccination for special risk groups at <a href="http://immunisationhandbook.health.gov.au/">immunisationhandbook.health.gov.au/</a></li> <li>• Check the correct vaccine dose number has been recorded and report all vaccinations to AIR as soon as possible.</li> </ul>			<b>LEGEND</b> <ul style="list-style-type: none"> <li><b>R</b> Reconstitute</li> <li>IM Intramuscular</li> <li>SC Subcutaneous</li> <li>AL Anterolateral</li> </ul>		
		<b>IMPORTANT:</b> Children diagnosed with <b>medical risk factors for invasive meningococcal disease</b> are funded to receive multiple doses of Meningococcal ACWY (Nimenrix) and Meningococcal B (Bexsero) vaccine. The number and timing of doses is dependent on the age at diagnosis. Refer to the <b>Meningococcal</b> chapter of the Handbook for number and timing of doses.					
AGE	DISEASE	VACCINE BRAND	ALL CHILDREN (incl. Aboriginal and Torres Strait Islander children and Children with medical risk factors)	Additional vaccines for: Aboriginal and Torres Strait Islander children	Children born with medical risk factors	METHOD & SITE	IMPORTANT NOTES
Birth	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric	●			IM / AL thigh	● Give within 24 hours of birth. Can be given up to 7 days after birth
	Tuberculosis	BCG <b>R</b>		▲		Intradermal / Deltoid	▲ Aged 15 years living in Aboriginal and Torres Strait Islander communities. For further information regarding eligibility search 'BCG vaccination' on the Queensland Health website
2 months (can be given from 6 weeks) AND 4 months	DTPa-hepB-IPV-Hib	Infanrix Hexa <b>R</b>	●			IM / AL thigh	
	Pneumococcal	Prevenar 13	●			IM / AL thigh	
	Rotavirus	Rotarix	●			Oral / By mouth	● First dose must be given 15 weeks of age. Second dose must be given 125 weeks of age. Check Rotarix wheel for timing of vaccination
	Meningococcal B	Bexsero		▲		IM / AL thigh	
6 months	DTPa-hepB-IPV-Hib	Infanrix Hexa <b>R</b>	●			IM / AL thigh	
	Meningococcal B	Bexsero		▲		IM / AL thigh	▲ Aboriginal and Torres Strait Islander children with medical risk factors for IMD (see Handbook)
	Pneumococcal	Prevenar 13		▲	◆	IM / AL thigh	◆ Medical risk factors for <b>invasive pneumococcal disease (IPD)</b> (see Handbook)
12 months	Measles-mumps-rubella	Priorix <b>R</b> OR MMRII <b>R</b>	●			IM or SC / Deltoid	
	Meningococcal ACWY	Nimenrix <b>R</b>	●			IM / Deltoid	
	Pneumococcal	Prevenar 13	●			IM / Deltoid	◆ Children diagnosed with medical risk factors for IPD at 12 months refer to the Adolescents & Adults schedule for number and timing of doses
	Meningococcal B	Bexsero		▲		IM / Deltoid	
	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric			◆	IM / Deltoid	◆ Premature baby <32 weeks gestation or <2000g birthweight only
18 months	Measles-mumps-rubella-varicella	Priorix Tetra <b>R</b> OR Proquad <b>R</b>	●			IM or SC / Deltoid	
	Haemophilus influenzae type b	Act-HIB <b>R</b>	●			IM or SC / Deltoid	
	DTPa	Infanrix OR Tripaecil	●			IM / Deltoid	
	Hepatitis A	Vaqta paediatric		▲		IM / Deltoid	
	Hepatitis B	H-B-VaxII paediatric OR Engerix B paediatric			◆	IM / Deltoid	
4 years	DTPa-IPV	Infanrix IPV OR Quadracel	●			IM / Deltoid	
	Hepatitis A	Vaqta paediatric		▲		IM / Deltoid	
	Pneumococcal	Pneumovax 23		▲	◆	IM or SC / Deltoid	◆ Medical risk factors for IPD (see Handbook) ▲ Dose at 4 years of age with additional dose at least 5 years later

<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation>

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

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## 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: [Practice.manager@theodoremedical.com.au](mailto:Practice.manager@theodoremedical.com.au). with your thoughts We are very approachable and will take any steps necessary to improve the services we provide – consultations, procedures, diagnostic imaging, nursing or administration.

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 always the policy of this practice to maintain security of personal health information 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 specified 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

All medical records are kept electronically on computer. Documentation from outside sources is scanned into the relevant electronic record. Computerised records are more efficient and secure than the old paper version, though we 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 can access your record from outside the building – in addition, the system is protected by a secure and sophisticated firewall to prevent hacking.

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

## **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.

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 few occasions when doctors obliged by law to release information with your consent. These situations include if you are profoundly mentally ill, have a serious infection which can be passed on to the 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 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 for the 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 system 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.

## **Diagnostic Imaging**

Theodore Medical has an X-ray and Ultrasound units to assist in diagnosis and treatment of some presenting conditions. The doctors will explain the imaging required and radiation risks. If you do not want the imaging suggested, please advise the doctor. Information is available on having an X-ray or Ultrasound. In the case of an emergency, consent may have to be assumed unless you have a relative with you who can give permission.

## **Infection Control**

Environmental cleaning and all equipment used in Theodore Medical is sterilised/disinfected to RACGP and DIAS standards. Staff are trained in all aspects of infection control.

Should you present with flu like symptoms please advise reception. If in doubt ring Theodore Medical and ask to speak to the nurse before presenting.

# We listened to you and we are improving patient care

At Theodore Medical we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions to make improvements to patient care where you feel it would be most useful:

## What you told us

## What we have done

### 1. Waiting room comfort

To assist in providing a comfortable wait time Theodore Medical plan to provide mobile phone charging stations, possible wi-fi, more outdoor furniture and some outdoor child friendly furniture.

### 2. Waiting Times

Theodore Medical knows, that at times, we run late. This is something we are very aware of. Helping us to keep on time includes advising reception staff of your arrival. Phoning before your appointment is a good way of anticipating any delays.

### 3. Explanations and Information

If you require further information about your medical issue, immunisations or procedure please ask doctors and nurses for brochures and information sheets. There are many brochures and leaflets we can give you – sometimes we might need a memory jog to provide the information sheets

### 4. New patients

New patient packs are available which helps to understand the services Theodore Medical offer. Please ask for a new patient pack if you are a new patient or an existing patient who would like to refresh yourself with our services and details.



Dr. Alan Bruce Chater  
M.B. B.S. (Hons) Qld, FACRRM,  
FRACGP, DRANZCOG, FACENM

ACN 010187407  
Theodore  
Rural General Practice

Theodore Medical Centre

## 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 .....