

# Practice Information Booklet

At Priority Health Group (PHG), Emerald Surgery (ES) and DermDoctor Skin Cancer Clinic we strive to provide high quality, patient centered care.

Practice Details	
<b>Priority Health Group</b> 53 Ruby Street, Emerald QLD 4720 Phone: 07 4910 7800 Fax: 07 3040 4434 Email: <a href="mailto:myGP@priorityhealthgroup.com.au">myGP@priorityhealthgroup.com.au</a> Website: <a href="http://www.priorityhealthgroup.com.au">www.priorityhealthgroup.com.au</a>	<b>Emerald Surgery</b> 46 Ruby Street, Emerald QLD 4720 Phone: 07 4982 1677 Fax: 07 3040 4434 Email: <a href="mailto:myGP@priorityhealthgroup.com.au">myGP@priorityhealthgroup.com.au</a> Website: <a href="http://www.priorityhealthgroup.com.au">www.priorityhealthgroup.com.au</a>
Skin Cancer Clinic Details	
<b>DermDoctor Skin Cancer Clinic</b> Phone: 1300 045 045 Fax: 07 3040 4434 Email: <a href="mailto:mySkin@dermdoctor.com.au">mySkin@dermdoctor.com.au</a> Website: <a href="http://www.dermdoctor.com.au">www.dermdoctor.com.au</a>	

## General Practice Services

<b>Children's health</b> <ul style="list-style-type: none"> <li>• Health checks</li> <li>• Immunisations</li> </ul> <b>Women's Health</b> <ul style="list-style-type: none"> <li>• Cervical Screening Test</li> <li>• Family Planning</li> <li>• Contraception</li> <li>• Pregnancy shared care</li> </ul> <b>Mental health Assessments</b> <ul style="list-style-type: none"> <li>• Care plans</li> </ul> <b>Chronic Disease Management</b> <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Care plans</li> <li>• Health assessments</li> </ul>	<b>Men's health</b> <ul style="list-style-type: none"> <li>• Health checks</li> </ul> <b>Seniors' health</b> <ul style="list-style-type: none"> <li>• Health assessments</li> <li>• Medication reviews</li> </ul> <b>Travel</b> <ul style="list-style-type: none"> <li>• Advice &amp; vaccinations</li> </ul> <b>Employment medicals</b> <ul style="list-style-type: none"> <li>• Coal board medicals</li> <li>• Pre-employment medicals</li> <li>• Railway</li> <li>• Emergency services</li> <li>• Commercial Drivers Licence</li> <li>• Others</li> </ul>
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## DermDoctor Skin Cancer Clinic Services

- Skin checks
- Digital dermoscopy
- Skin cancer medicine
- Advanced skin cancer surgery

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## Opening Hours

### Priority Health Group & DermDoctor Skin Cancer Clinic:

- Monday to Friday, 8:00am – 5:30pm
- Saturday – 8:00am – 1:00pm
- Sunday – 10:00am – 1:00pm
- Public Holidays – Closed

### Emerald Surgery:

- Monday to Friday - CLOSED
- Saturday – CLOSED
- Sunday – CLOSED
- Public Holidays – Closed

### After Hours:

- If it is a life-threatening medical emergency, please ring '000' or
- Present to **Emerald Hospital, 69 Hospital Road, Emerald - Ph: 4987 9400**
- For urgent GP after-hours care please ring **(07) 4910 7803**.

## Home Visits

Doctors in our practice have the discretion to make home or nursing home visits, according to clinical and patient needs providing it is safe to do so. In principle, out of clinic visits would be reserved for:

- Patients unable to physically attend the clinic
- Patient emergencies
- In-home palliative care

Visits are restricted to within a distance of 15km from the practice.

## Appointments

This Practice operates on an appointment system. Appointments can be made in person, by phone or online via our website or the HotDoc app. SMS reminders are available with consent from the patient.

If you feel your appointment may take extra time (such as complex issues, multiple problems, mental health care, special medicals etc.) please discuss this with our receptionist that a longer consultation time can be allocated. Should you be making an appointment for a possible procedure, please do so in person or by phone and advise the receptionist, as there may be different arrangements needed for different times.

If you feel that your condition is urgent and cannot wait for the next available appointment, please discuss this with the Receptionist or attend Emerald Emergency.

Walk in patients cannot be guaranteed an appointment and if necessary, will be re-directed to other healthcare services.

## On Arrival

When you arrive for a scheduled appointment, please report to the reception or use the HOTDOC self-check in iPad if attending at PHG. Please advise of any change of address or phone numbers at this time. If you think

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you are infectious or are too ill or distressed to sit in the waiting room, please don a mask and advise the Receptionist on arrival.

We ask that you **arrive on time** for your appointment. – if you are more than 10 minutes late, you may be asked to reschedule your appointment, as we strive not to have our Doctors running late. New patients must arrive at least **10 minutes** before your appointment time, as we need the extra time to gather required information and input your details into our computer system.

## **Did Not Attend (DNA) & Cancellation Policy**

Please be considerate of our doctors' schedules and other patients who may need that appointment. If you are unable to attend a booked appointment at the allocated time, please advise the practice at least 2 hours before the scheduled appointment.

When a patient fails to attend a scheduled appointment, a DNA may be recorded, and a fee applied.

In accordance with our "Did Not Attend" (DNA) policy, following fees may apply for non-attendances and cancellations. These fees are non-refundable by Medicare:

- \$50 for Standard appointments
- \$100 for Double appointments, Skin checks & Procedural appointments

If this account is not paid, a letter of suspension of service and the outstanding account will be issued and access to all services suspended until account is paid. There may also be the possibility of permanent suspension from the practice at the Doctors' discretion for repeat offenders.

## **Billing Policy**

- The Practice operates a private billing policy.
- Full payment is requested at the time of consultation. We process payments through Tyro integrated billing or HotDoc Payments and can offer most patients an instant Medicare Easyclaim refund through EFTPOS.
- During your visit if you require the use of our treatment or procedure rooms, additional fees may apply. This is usually charged on a fixed fee or time basis depending on the type and length of treatment required.
- The cost of private vaccines and any medications administered during your visit is charged according to our fee schedule.
- We believe in transparent billing and all out of pocket costs will be discussed with you prior to treatment.
- A copy of the current "Consultation Fee Sheet" is displayed at the reception desk.
- If you are in financial difficulty, please discuss your circumstances with our Office Manager or your doctor.
- If you have any concerns or question about our billing policy, please discuss this with our Office Manager.

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## Our Team

### General Practitioners

- **Dr Shashi Varsani**  
FRACGP, MBBS (Norwich UK), DPDerm (Cardiff, UK), BE (Hons, UQ)
- **Dr Jem Dacumos**  
MBBS (Philippines)
- **Dr Brad Spencer**  
MBBS (Australia)
- **Dr Faiza Nazim**  
MBBS (Pakistan)
- **Dr David Cheng**  
MBBS (Australia)

### Nursing Staff

- Saru Chifadza                      RN – Managing Director
- Sue Pippin                         RN – Nurse Manager – General Practice & Occupational Health
- Mark Faelnar                      RN - Lead Nurse – General Practice
- Feliz Alutaya                      RN - Lead Nurse – General Practice
- Arman Siaotong                  RN – Lead Nurse – General Practice

### Business Support Staff

- Jyothi Varsani                      Business Manager
- Rhi Shaw                            Senior Receptionist
- Rackell Greatz                    Medicals Coordinator
- Saumya Galketiya                Senior Receptionist
- Alarnah Redward                 Receptionist
- Dana Ireland                      Receptionist
- Rieley Jones                      Receptionist

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## Communication Policy

We consider communication is a key part of patient care. All communication is confidential whether in person or via electronic communication.

### Email / SMS

Email communication is available for routine administrative matters. Please note that we do not provide information or advice on any medical matters via email.

Please note that our doctors do not consult through emails and we also do not provide information or advice on any medical matters through email. This reason being that there are significant medico-legal issues pertaining to this form of communication, and your privacy cannot be guaranteed, as email is sent unencrypted.

We also do not book appointments by email request - please phone or use our Online booking system.

With your consent we will from time-to-time send out information such flu vaccination, health information etc. via email. If you wish not to receive this email, please advise our reception staff or Office Manager.

### Telephone Calls

Due to time constraints, doctors are not able to take non-urgent phone calls during consultations. If you need to contact the doctor, please phone our Practice, the receptionists will take a message and the doctor will endeavour to return your call at their earliest opportunity.

### Requests for Results

We generally advise that you discuss with your Doctor each time tests are requested as to how the results are to be dealt with.

Our receptionists are not medically trained and can only convey the message annotated to your results by your Doctor regarding the result. For any discussion of the implications of the result, it will be necessary to make an appointment with your Doctor.

### Recalls / Reminders

The practice offers reminder system for cervical screening, skin checks, Health assessments etc. Please discuss this with your Doctor or Nurse on duty at your next consultation. The practice will contact you via phone or HOTDOC system if the results require you to see the doctor.

## Patient Feedback and Complaints

From time-to-time patients will be invited to complete a questionnaire on their views of the Practice and how it can be improved. Such surveys are confidential and help us to help you.

Should you be unhappy with any aspect of the care you receive at the Practice, please discuss this with our practice staff.

Complaints can also be lodged independent of the practice to:

#### **Office of the Health Ombudsman**

Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

Phone: 133 OHO (131 646)

Mail: Office of the Health Ombudsman

PO Box 13281

BRISBANE QLD 4003

Website: <http://www.oho.qld.gov.au>

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## Privacy Policy

We collect personal information regarding your demographic, social and physical details. This information is usually your full name, address, cultural background, DOB, occupation, next of kin.

We also collect information related to your health care needs. This information may include reports from specialist health care providers, blood & x-ray and other investigation reports and all other correspondence that is addressed to your doctor and arrives via mail, fax or electronic means.

Your doctor also keeps a medical file which he creates over your time as our patient. The doctor updates this file with your medical history, past illnesses and diagnosis, past treatment plans and their outcomes.

This practice is bound by the Federal Privacy Act (1988) and National Privacy Principles, and also complies with the Health Records and Information Privacy Act QLD 2002 when handling your personal information.

### **Why information is collected?**

Your information is collected to enable our Doctors and staff to coordinate and manage your primary health care.

### **How does the practice maintains the security of information held at the Practice?**

Your file including the above information is kept on a security data base in a dedicated clinical patient administration system on premises. There are multiple security applications protecting this electronic information. All non-electronic information that we receive is transferred into electronic format and destroyed in accordance to the medical standards.

The range of people within the practice team (eg. GPs, general practice nurses, general practice registrars, students and allied health professionals), will have access to patient health records.

The practice delegates various levels of authority/access to GP's, Allied Health, Office Managers and Administrators. This level of authority/access enable individual staff members to execute their specific tasks and provide quality health care.

Patients can access their own health information on request by filling out Request for Personal Health Information form available at reception.

### **The way the Practice gains patient consent before disclosing their personal health information to third parties.**

The Practice may release your personal information to third parties only when it is relevant to your clinical and health care management. Patient consent for the transfer of health information to other providers or agencies is obtained on the first visit when you completed the "*New Patient Registration and Consent Form*".

### **The process of providing health information to another medical practice should patients request that.**

Patients are able to request that their medical records are made available in a format that can be transferred to another practice. Patients can complete the Request for Medical Records. The Practice may charge a \$50 administration fee for this service.

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**The use of patient health information for quality assurance, research and professional development.**

The practice from time to time may use your personal information for internal quality improvement, training and professional development for Health Care Staff. The practice does not release your personal information to third parties for these purposes.

**The way the practice addresses complaints about privacy related matters.**

Patients can forward complaints verbally or in writing and we will document and investigate your complaint. The practice can address complaints about privacy related matters by recording the complaint and ensuring that systems that led to these circumstances occurring are reviewed and adjusted.

This practice complies with Federal and State privacy regulations including the Privacy Act 1998, and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 encompassing the 13 Australian Privacy Principles, as well as the standard set out in the RACGP Handbook for the Management of Health Information in General Practice (2023).

All patient information is private and confidentiality of patient information is maintained at all times. The rights of every patient are respected. All information collected by this practice in providing a health service is deemed to be private and confidential.