

# Practice Information Booklet

At Priority Health Group and DermDoctor Skin Cancer Clinic we strive to provide high quality, patient centered medical care.

Family 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 4982 4323 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</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 include:

<b>Children's health</b> <ul style="list-style-type: none"> <li>Health checks</li> <li>Immunisations</li> </ul>	<b>Men's health</b> <ul style="list-style-type: none"> <li>Health checks</li> </ul>	<b>Mental health</b> <ul style="list-style-type: none"> <li>Assessments</li> <li>Care plans</li> </ul>	<b>Travel</b> <ul style="list-style-type: none"> <li>Advice</li> <li>Medicine &amp; vaccinations</li> </ul>
<b>Women's Health</b> <ul style="list-style-type: none"> <li>Pap Smears</li> <li>Family Planning</li> <li>Contraception</li> <li>Pregnancy shared care</li> </ul>	<b>Seniors health</b> <ul style="list-style-type: none"> <li>Health checks / assessments</li> <li>Medication reviews</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>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>Others</li> </ul>

## DermDoctor Skin Cancer Clinic services include:

<b>Skin checks</b> <ul style="list-style-type: none"> <li>Manual dermoscopy</li> <li>Latest digital dermoscopy</li> <li>Mole surveillance</li> </ul>	<b>Medical Treatment</b> <ul style="list-style-type: none"> <li>For sun spots</li> <li>Some skin cancers</li> </ul>
<b>Light Treatment</b> <ul style="list-style-type: none"> <li>For solar damaged skin, sunspots and some skin cancers</li> <li>Metvix day light photodynamic treatment</li> <li>Metvix conventional photodynamic treatment</li> <li><b>Surgitron</b>- High frequency radio ablation device for cosmetic treatments and skin lesion removal</li> </ul>	<b>Surgical Treatment</b> <ul style="list-style-type: none"> <li>Small to advanced skin cancers</li> <li>Cryotherapy</li> <li>Curettage and electrodesiccation</li> <li>Simple elliptical excisions</li> <li>Flaps</li> <li>Grafts</li> <li>All body areas</li> </ul>
<b>Prevention</b> <ul style="list-style-type: none"> <li>We sell a range of sun screen products</li> </ul>	

## Consulting Hours:

### **PHG on Ruby** - opening hours:

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

### **Emerald Surgery** - opening hours:

- Monday to Friday, 7am – 5:30pm
- 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 and nursing home visits, according to clinical and patient needs providing it is safe to do so. In principal, out of clinic visits would be reserved for:

- patients unable to physically attend the clinic
- Patient emergencies
- In home palliative care
- Visits would be restricted to within a distance of 15km from the practice

Our doctors will schedule regular nursing home visits as the need arises.

Our Doctors schedule regular nursing home visits as needed. Most home visits are done during doctor's lunch or after hours. The GP will be accompanied by a nurse when conducting a home visit for safety reasons.

Home visit appointments are made via reception after discussion with the Lead Nurse on duty or after authorisation by the visiting doctor.

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If a home visit for whatever reason cannot be arranged, care will be transferred to QAS if clinically indicated or other care providers in Emerald including:

- Hospital in the Home service run by Emerald Hospital
- OzCare

## 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 so 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.

**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 on Ruby. Please advise of any change of address or phone numbers at this time. If you think you are infectious, or are too ill or distressed to sit in the waiting room, please 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 too 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 our receptionists will call to find out why and will ensure the DNA code is recorded to the patient’s notes. If a patient fails to attend for a second time our receptionist will call to advise patient that the DNA fee will charged to their account.

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

- \$50 for Standard appointments
- \$100 for Double appointments & 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 Doctor’s discretion for repeat offenders.

**Billing Policy:**

- This Family Practice operates a mixed billing policy
- The Skin Cancer Clinic operates a private billing policy
- Full payment is requested at the time of consultation. We process payments through Tyro integrated billing and can offer most patients an instant Medicare claim 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

**Our Family Practice billing policy for a consultation with our Doctor’s is as follows:**

<u>Bulk billing</u>	<u>Concession billing</u>	<u>Private billing</u>
<ul style="list-style-type: none"> <li>• Children under 16 years of age (Including Saturday &amp; Sunday)</li> <li>• Pension card holders</li> <li>• DVA card holders</li> <li>• Patients in financial distress</li> </ul>	<ul style="list-style-type: none"> <li>• Senior card holders</li> </ul>	<ul style="list-style-type: none"> <li>• All other patients</li> </ul>

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## **About Us:**

### **Our Doctors:**

#### **Dr Shashi Varsani**

FRACGP, MBBS (Norwich UK), DPDerm (Cardiff, UK), BE (Hons, UQ)

- Dr Varsani completed his Fellowship of the Royal Australian College of General Practitioners (RACGP) with the Emerald Medical Group. He has completed a Postgraduate Diploma in Dermatology through Cardiff University and completed his undergraduate Medical Training in the United Kingdom.
- Dr Varsani is a GP with a special interest in Skin Cancer, Mental Health and Children's Health.
- Prior to medicine he was a Chemical/Process Engineer and has worked for Red Dome Gold Mine in Chillagoe North Queensland, Kvaerner Oil and Gas, North Sea Scotland, and Maunsell Engineering, London.

#### **Dr Chirag Mitra**

FRACGP, MBBS (Russia)

- Dr Mitra completed his Medical Training at Vologard State Medical University, Russia with distinction.
- Dr Mitra is a GP with over 5 years of experience having worked as Military doctor for the Indian Army with special interest in Musculoskeletal medicine, Chronic Disease Management and Paediatrics and he is currently undertaking a Diploma of Child Health through Westmead Hospital, University of Sydney and Masters in Public Health and Health Administration at La Trobe University Melbourne.

#### **Dr Niswan Preena**

MBBS (Sri Lanka), BSc

- Dr Preena completed his medical training in Sri Lanka and has over 8 years of experience as a general practitioner and extensive Intensive Care Unit.
- Dr Preena has a special interest in acute medicine, paediatrics, chronic disease management and research. He is currently completing his Post Graduate Diploma in Child Health through Westmead Hospital.

#### **Dr Nurun Khanom**

MBBS (Bangladesh)

- Dr Khanom completed her medical training in Bangladesh and has over 7 years of experience as a Medical Officer and General Practitioner.
- Dr Khanom is GP with a special interest in Women's Health, Paediatrics, Obstetrics and Gynaecology. She is currently enrolled in Masters in Women's Health through the University of New South Wales.

### **Nursing Staff**

- Saru Chifadza – RN – Managing Director
- Sue Pippin – RN – Clinical Lead Nurse – General Practice
- Connie Saunders – EEN - Lead Nurse Skin & Cosmetic Medicine
- Jodi Nuss – EEN – Lead Nurse – Skin & General Practice
- Blessy Thomas - RN – Lead Nurse – General Practice
- Dil Shova Garbujan Pun – RN – Lead Nurse – General Practice
- Camilla Patterson - EEN – Support Nurse – General Practice

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## **Business Support Staff**

- Jyothi Varsani - Business Manager (& IT Systems Administration)
- Daman Takkar – Practice Manager
- Bree Grey – Senior Receptionist
- Erin Embrey – Receptionist
- Nicole McClymont - Receptionist
- Samuya Galketiya - Receptionist

## **Our Communication Policy:**

At Priority Health Group and DermDoctor Skin Cancer Clinic we consider communication is a key part for patient care and it is our great pleasure to welcome you to our practice.

This Practice is dedicated to the highest standard of professional care for our patients, with an emphasis on long term follow up with the practitioner of your choice. We pride ourselves in our team effort, commitment to efficient service and good communication whilst respecting your confidentiality.

## **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 these email, please advise our reception staff or Practice 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. It is always a good idea to phone the practice a few days after tests have been performed to check that the result has been received and checked by your Doctor.

**Histopathology and Excision results** are checked by the Doctor and patients are notified via phone by a Nurse within 48 hours of receiving the results.

**Test results** – Test results are reviewed by your doctor, the nurse on duty will call to advise the results. If the doctor has already asked you to return for results discussion, please book an appointment.

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**

Priority Health Group and DermDoctor Skin Cancer Clinic offer reminder system for smears, skin checks, Health assessments etc. Please discuss this with your Doctor or Nurse on duty at your next consultation.

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## **Patient Feedback**

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 here, please discuss this with your Doctor, Operations Manager or contact the Director of Operations & Nursing.

If you feel there is a problem you wish to follow up outside the Practice, you may prefer to contact the Office of the Health Ombudsman on 133646 or at [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)

## **Privacy Policy**

### **What information is collected?**

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 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, Practice 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.**

Priority Health Group and DermDoctor skin cancer clinic 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 Transfer form for this to occur. Priority Health Group and DermDoctor Skin Cancer Clinic charges \$33 administration fee for this service.

### **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. Information and Authority complaints forms to the:

Office of the Health Ombudsman  
Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)  
Phone: 133 OHO (131 646)  
Mail: Office of the Health Ombudsman  
PO Box 13281  
BRISBANE QLD 400.3  
Website: <http://www.oho.qld.gov.au>

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 4th Edition (2010).

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.