

Barefoot Medicine Whitsundays

Patient Information Sheet

Unit 6/1 Carlo Drive
Cannonvale, QLD 4802
Ph: 1300 086 857 Fax: 07 4829 4177
Email: info@barefootmed.com.au



Services provided at our clinic include

- Preventative Health Checks
- Family Medicine
- Immunisations: children & adult
- Workcover claims
- Shared antenatal care
- Women's Health
- Travel Vaccinations
- AMSA Medicals
- Botox
- Allied health
- Men's Health
- Minor surgery
- Chronic Disease Management
- Skin Checks
- Sexual Health
- Mental Health
- Cervical Screening
- Yellow Fever vaccinations
- Prenatal/antenatal (midwife)

Our Practitioners

Dr Andrew Siegmund

Dr El Carey

Dr Nelson Sucgang

N.P. Brett Johnson

Dr Hasan Helou

N.P Troy Wake

Our Nurses

EN Miss Kayla Smith

Practice Hours

By appointment only

Monday to Friday: 8am-5pm

Saturday 9a.m. – 12p.m.

Management of your Personal Health Information

To provide you with our health services, we need to collect certain personal information about you (such as the information contained in this form, and any health or clinical information you provide to our GPs or nurses). We will generally collect this from you directly, however may also collect it from your authorised representative or another healthcare provider you have seen or who has referred you to our clinic.

Barefoot Medicine Whitsundays

Patient Information Sheet



We may use and disclose your information to third parties for the primary purpose of enabling us to provide you with health care. We require any such third parties to only use your personal information for the purposes of performing the services or activities we have engaged them to provide. For more information refer to our **Patient Privacy Policy** which is available by request from our reception staff.

Appointments

Appointments are required to see all practitioners. Appointments are at 15-minute intervals for Dr Andrew Siegmund, Dr Hasan Helou and nurse practitioners Brett Johnson and Troy Wake or 20-minute intervals with Dr El Carey and Dr Nelson Suggang. The preferred booking method is via HotDocs: <https://www.hotdoc.com.au/medical-centres/cannonvale-QLD-4802/barefoot-medicine-whitsundays/doctors>. If you Google Barefoot Medicine HotDocs we will show up.

Alternatively, you can contact the clinic on 1300 086 857 and book an appointment over the phone.

Longer consultation times are available. Please ask our receptionist if you require extra time or if you have several problems to discuss.

Repeat Prescriptions

Consultations are generally required for prescriptions as this allows your practitioner to properly monitor your health and check the medical condition for which the script is being written. Patients should book future appointments for when they will require repeat scripts in order to avoid not having appointments available. Please ensure you manage your scripts to ensure you don't run out at the last minute as this places unreasonable pressure on our staff and Doctors.

Repeat scripts without a consultation – For ongoing medical conditions with regular medications, Dr Andrew offers an online script service providing you have been seen in clinic within the last 3 – 6 months; with the exception of S8 drugs. Fees are involved in ordering scripts and are not covered by Medicare rebates and no concession rate is offered. This cost covers administrative costs and the Doctor's time in accessing your charts, records and processing the script request.

Drugs of Dependence Prescribing Policy

For your safety, our practitioners will not prescribe drugs or drugs of dependence to new patients or via an online prescription request.

Patients who are prescribed drugs of dependence will be required to enter into a drugs of dependence therapy agreement.

Barefoot Medicine Whitsundays Patient Information Sheet



Interpreter Service

If you require an interpreter service, please let us know at the time of booking.

Home Visits, Telephone & Electronic Access

Home visits are available, upon doctor's discretion, for regular patients whose condition prevents them from attending the surgery. To make an appointment or to enquire further, please call our reception staff.

GP's in the practice may be contacted during normal office hours. If the GP is with a patient, a message will be taken and you will be advised by reception staff when it is likely that the GP will return your call. Your call will be put through to a member of our clinical team in an emergency.

After Hours Care Arrangements

In the event of an emergency dial 000 for an ambulance or go to your nearest emergency department.

Fees

Fees are payable at the time of your consultation. The AMA Fee structure forms the basis of our billing policy. Please discuss any concerns with our reception staff.

Please note: ANY bulk billing as at the Doctor's discretion, the below is a guide only, please discuss with the reception staff, prior to your appointment, any fees that maybe associated with your visits.

Dr Andrew – Consult Type	UPFRONT FEE	INSTANT REBATE*	OUT OF POCKET
Standard (15 minutes)	\$97	\$42.85	\$54.15
Long Appointment (>15 minutes)	\$138	\$82.90	\$55.10
Prolonged Appointment (>30 minutes)	\$185	\$122.15	\$62.85
Pain Management (30 minutes) Appointment	\$155	\$82.90	\$72.10
On-line e-script	\$40	N/A	\$40

Dr EI – Consult Type	UPFRONT FEE	INSTANT REBATE*	OUT OF POCKET
Standard (20 minutes)	\$138	\$82.90	\$55.10
Long Appointment (>30 minutes)	\$185	\$122.15	\$62.85

Barefoot Medicine Whitsundays Patient Information Sheet



ADHD evaluation (\$100 deposit payable on booking)	\$500	\$118.00	\$382.00
--	-------	----------	----------

N.P Brett Johnson & Troy Wake – Consult Type	UPFRONT FEE	INSTANT REBATE*	OUT OF POCKET
Standard (15 minutes)	\$70	\$26.40	\$43.60
Long Appointment (>15 minutes)	\$95	\$50.05	\$44.95

Dr Nelson (skin and cosmetics)	UPFRONT FEE	INSTANT REBATE*	OUT OF POCKET
Skin Check (20 minutes)	\$138	\$82.90	\$55.10
Skin checks after 1.p.m Saturdays & all-day Sunday	\$155	\$95.70	\$59.30
Cosmetic procedures	P.O.A		

Non-attendance and Cancellation Fees

Patients unable to attend their appointment are required to provide a minimum of two hours' notice. Patients who fail to attend an appointment without adequate notice will incur a \$40 non-attendance fee which is not eligible for a Medicare rebate. No further appointments will be made until the fee has been paid. Patients in financial distress may enter into a payment plan.

Repeated non-attendance or late attendance may result in the inability to book future appointments.

Text messages are a courtesy and automated, not receiving a text message reminder is not a valid reason for missing an appointment. All patients are advised to record their appointment dates and times and not rely on text message reminders.

Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice via SMS, phone call and/or letter from time to time offering you preventative health services appropriate to your care. There are also Federal and State registers and reminder systems for certain conditions/prevention activities. If you do not wish to be part of this system, please advise the reception staff.

Barefoot Medicine Whitsundays

Patient Information Sheet



Test Results

It is practice policy that test results are not be given over the telephone. We do this to protect your privacy and to provide you with high quality healthcare. If your doctor wishes to discuss test results, our practice will contact you via SMS, phone call and/or letter to arrange a follow up appointment. You may also request an appointment to discuss any results with the doctor.

Disabled Access

Disabled access is provided via our main entrance. This access is also suitable for pram access or for patients who have difficulty with steps.

Emergency contact and cultural background

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

Patient Feedback

If you have a problem or suggestion, we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you feel that you need to discuss the matter outside the surgery, you may contact:

QLD

The Office of the Health Ombudsman

Phone: 133 646 website: <https://www.oho.qld.gov.au/>