

Patient Information Sheet



2/1420 Anzac Avenue, Kallangur
Ph: 07 3448 0400 Fax 07 3448 0401

Email: admin@kallangurmedicalcentre.com.au

Website: www.kallangurmedicalcentre.com.au

Opening Hours: Monday to Friday 8:30am to 4pm (these hours may be subject to change)
(closed weekends and public holidays)

Dr Seema Agarwal

MBBS MD FRACGP

*Practice Manager- Joycelyn
Receptionists- Rebecca and Jade
Nurses- Audrey and Lurline*

After Hours Care: Ph 137425 (13SICK) National Home Doctor Service

Dr Seema Agarwal is a female GP with over 25yrs experience and has been caring for patients in the Moreton Bay region for over 16 years. Dr Seema has a special interest in paediatrics, children and adolescents and a keen interest in women's health, antenatal care, contraception, minor surgical procedures and cosmetic medicine. Seema speaks English, Hindi, Urdu and Punjabi.

Services:

- *All general acute and chronic conditions
- *Preventative health checks
- *ECG heart checks, respiratory function tests, ABI
- *Special interest in paediatrics, child and adolescent health
- *Women's health-cervical screening test, Implanon, Mirena and Antenatal care
- *Men's Health
- *Weight loss
- *Immunisations for children and adults
- *Skin checks and treatment of skin lesions
- *Minor surgical procedures
- *Wound care

*Cosmetic medicine-anti wrinkle, dermal fillers

*Medicals for insurance, drivers and pre-employment (private billing)

On site allied health services: Dietitian – please enquire at reception

On-site pathology services: 4cyte Pathology services

Fees and billing arrangements: Bulk Billing is available to all current Medicare card holders for general consultations which are eligible for Medicare rebate. New patients 16 years and over or patients who have not attended the practice within 2 years will be charged a private consult fee to be paid in full on the day (medicare rebate claimable). Please speak with our reception staff for fee schedule. Private fees for other consultations (not eligible for Medicare rebate) examples may include: commercial drivers or uber licences, travel consultations/vaccines, cosmetic procedures, pre-employment medicals, insurance and income protection forms, Centrelink forms (with exceptions) and other.

Some services that require the use of our treatment room may attract a private fee (not claimable through Medicare) Some examples of these services may be: Ear syringing, Ecg, Skin checks, Biopsy and excisions, Contraception implants and removals. Please ask our reception staff regarding fee structure.

Appointments: 10 minutes is regarded as a standard appointment. If more time may be required you are welcome to request a longer appointment.

A separate appointment is required for each patient requiring a consultation. A separate appointment on separate day is required for each issue to be discussed with Dr.

If you are unable to attend your appointment please contact us as soon as possible. It is expected and much appreciated. Failure to do so may incur a fee or for future appointments to be bulk billed until fee is paid.

Appointments can be made via phone, on-line through Health Engine or our website www.kallangurmedicalcentre.com.au or in person at your convenience.

Interpreter services: Interpreters can be arranged upon request for patients requiring communication assistance.

Results and Reports: Please make an appointment to obtain results and reports unless the doctor instructs otherwise. Patients will be contacted for all Urgent results.

Reminder and Recalls: The Practice has a system whereby patients will be contacted for follow-up and preventative health care activities that require an appointment.

Home Visits: If you are too ill to attend the practice please phone for advice as to the best way to arrange the most appropriate care.

Phone Calls: Telehealth appointments are available (due to covid-19 restrictions) for patients that meet the Medicare guidelines regarding eligibility for telehealth calls.

Emergencies: Please be aware that patients requiring emergency help will be given priority. Please inform staff if you are experiencing pain, distress, bleeding or rash. Do not enter our practice if you are experiencing any flu or covid symptoms and phone on 3448 0400 for further instructions.

Requests for Prescriptions, Referrals and Medical Certificates: These are legal documents and therefore require an appointment with Dr to discuss and request.

Medical Certificates are NOT able to be back dated.

Building Access: The practice is wheelchair friendly and has generous parking.

A disabled toilet is also available.

Patient rights, feedback, complaints: Our patients are advised that they have the right, and are encouraged, to participate in decisions about their health care. Please do not hesitate to discuss any concerns you may have either with your Doctor or reception.

We are interested in your suggestions and appreciate your feedback

(a suggestion box is available in our waiting area)

If you are unhappy for any reason with the service you have received please let us know.

If you wish to take any complaints further you may contact:

The Office of the Health Ombudsman: Ph: 133OHO (133646)

Mail: Po Box 132281 George Street, Brisbane Qld 4003

Website: www.oho.qld.gov.au Email: complaints@oho.qld.gov.au

No Smoking: smoking on our premises is strictly prohibited.

Privacy and Confidentiality: All Health Service Providers must comply with the Privacy Act.

The Act incorporates 10 National Privacy Principles which set the rules for handling personal information. This covers the collection, use, storage and disclosure of information.

Fully informed and voluntary consent must be obtained either before or as soon as possible with collection of health information.

Information about medical history is needed to assist in providing diagnosis, treatment and care.

To ensure quality and continuity of care patient information may have to be shared with other health providers. There are circumstances where a Medical Practitioner is legally bound to disclose personal information.

Care Compassion Confidence