

## **PRACTICE INFORMATION SHEET**

*Dated as of 22/03/2021*

### **PRACTICE HOURS:**

Monday to Friday      8.00am-5:00pm  
Saturday                8.30am-1.00pm

### **LOCATION:**

Chermside Family Medical Centre  
Shop 6B, Chermside Markets  
725 Webster Road, Chermside QLD 4032

### **INFORMATION:**

**Phone:** 07 3256 4211

**Fax:** 07 3256 4244

**Email:** [reception@chermsidefmc.com.au](mailto:reception@chermsidefmc.com.au)

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

### **PRACTICE DOCTORS :**

Dr Sharad Paliwal MBBS., FRACGP  
Dr Eden Richards MBBS., FRACGP., DRANZCIG  
Dr Mark Zischke B.Sc., MBBS., FRACGP  
Dr Camille Lagana MBBS., DCH., FRACGP  
Dr Katherine McNally B.Sc., MBBS, DCH, FRACGP  
Dr William Bushby B.Sc, MBBS  
Dr Venetia Whitehead B.Med.Sc, MBBS, FRACGP

### **PRACTICE MANAGER:**

Jennifer May

### **PRACTICE NURSE:**

Jenny Sutcliffe

### **RECEPTIONIST:**

Candice Pettegree  
Sharron Dundas  
Vicki Moulard  
Monica Ferrari  
Courtney Thompson

### **COVID 19- WHAT ARE WE DOING?**

Telephone consults are now available for patients that have visited the practice in the last 12months. Booking can be made over the phone. Standard consultation fees do apply.

***If you are suffering with any cold or flu symptoms such as sore throat, cough, fever, runny nose, sore ears etc. please kindly wait on the chairs provided outside and call reception notifying them of your arrival.***

### **COVID VACCINATIONS**

At this stage CFMC is not participating in the Covid Vaccination-Stage 1B. Later stages of the vaccine rollout will be taken into consideration. A list of practice participating can be found on our website. For further enquiries regarding the vaccine please contact the Covid-19 Vaccine Helpline on 1800 020 080. This number operate 24hours a day, 7 days a week.

### **FLU VACCINATIONS:**

Government Flu Vaccines- for patients over the ages of 65 and between 6month and 5 years are expected Mid-Late April. If you would like to be contacted for this, please advise reception and they will add you to the priority list.

Private flu vaccinations-are now available at Direct Chemist Outlet for \$18. We will endeavour to fit in all flu vaccination at any time. These consults (provided they are for the flu vaccination only) will be bulk billed.

### **APPOINTMENTS:**

Please phone the practice on (07) 3256 4211 to arrange an appointment. Alternatively, you can book online on our website. Our receptionists will endeavour to arrange an appointment for you with your preferred doctor. A standard consultation is 15 minutes. If you feel that you require a longer appointment (eg. Vaccinations, insurance medicals, postnatal checks, pap smears, counselling, excision), please notify our reception staff when booking.

When you arrive at the surgery, please check-in with the receptionist before sitting down in the waiting room. If you require urgent medical attention, please notify reception upon arrival.

### **CANCELLATIONS AND MISSED APPOINTMENTS:**

If unexpected circumstances occur and you need to cancel your appointment, please call as soon as possible- cancellations with less than 24 hours' notice may incur a cancellation fee.

### **PRACTICE BILLING:**

Chermside Family Medical Centre is a private billing practice and a fee is payable on



# Chermside Family Medical Centre

consultations if you are between the ages of 16 and 75. Bulk billing is available for children under the age of 16 years and patients over 75 years of age, or Veteran's with a gold card. Pensioners and Health Care Card holders will be charged a discounted rate. There may be variation in fees between doctors based upon content, time and frequency of consultations.

The Reception staff can provide patients with a full list of our consultation fees, or they can be found on the front reception desk or on this website.

We have endeavoured to keep fees affordable to ensure all patients have access to essential healthcare.

## **AFTER HOURS CARE AND EMERGENCY CARE:**

Our surgery is affiliated with Australian After Hours Doctors. This is a service providing home visits after hours for the unwell patient. It is a bulk billed service for patients of our practice. Australian After Hours Doctors' can be contacted on 1300 466 337, or you can click on the link to their website from our home page. Alternatively, The Prince Charles Hospital Emergency Department or Brisbane Northside Emergency are available to our patients who are in need of medical care after hours. If you feel your medical condition is an emergency, please dial 000.

## **HOME VISIT:**

These are available to our regular patients in certain circumstances. This is up to the doctor's discretion to book these appointments only. Fees can range from \$100-\$300 for these visits. For more information please contact reception to discuss.

## **COMMUNICATION/TELEPHONE POLICY:**

Our friendly reception staff are available to make bookings and help in any way. Please phone for an appointment. Our staff will endeavour to give you a time with the doctor of your choice. If you see another doctor and you want your usual doctor to be informed of your visit, please let us know.

Urgent medical problems and emergencies will always be dealt with promptly. This is to ensure that all patients receive optimal care and time during consultations. Phone access to our

doctors is available. However, our doctors cannot be disturbed during a consultation and therefore, if you phone, staff can take a message and arrange for the doctors to phone you back. Our Doctors often cope with a large volume of requests on a daily basis; they will return your call at their earliest convenience.

## **MANAGEMENT OF PATIENT HEALTH**

### **INFORMATION:**

Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our privacy policy.

### **PATIENT FEEDBACK:**

If you have any concerns, complaints or suggestions about any aspect of our service we would appreciate hearing about them, as we take such matters seriously, you can do so by:

-Phoning our Practice Manager, Jennifer on 07 3256 4211

-Using the enquiry form on our website at;

[www.chermsidefmc.com.au](http://www.chermsidefmc.com.au)

-And alternatively, matters which you feel are unable to be resolved within the practice may be referred to the Health Quality and Complaints Commission, PO BOX 3089, Brisbane 4001. Ph: 3120 5999

### **HEALTH SERVICES:**

We offer a full range of health services to the patients of our practice. Some of the services available to our patients include: Chronic Disease Management, Skin Checks, Workcover, travel medicine (Including Yellow Fever Vaccinations), Mental health, iron infusions, ECG's, cryotherapy, health checks, antenatal care, childhood vaccinations, mirena insertion etc.

### **UPDATE ON ONLINE BOOKINGS**

From 1<sup>st</sup> October online bookings have changed back to face to face appointments. (previously online bookings were automatically made to be a telephone consult). Please continue to call reception staff for appointments such as vaccinations or health assessments, as these are not available to book online.