

The Family Practice – Emu Park

Practice Information Sheet

The Family Practice (Emu Park) is an accredited General Practice offering a broad range of general health services including preventive health and chronic disease management. We promote excellence in health by providing comprehensive and complete health care for patients in our community.

Our Doctors

- Dr Debra Ibbotson
- Dr Brenda Nathanson
- Dr Paul Flanagan
- Dr Eirik Ytterland
- Dr Hien Htun
- Dr Neel Chitre
- Dr May Lin
- Dr Julie Burke
- Dr Scott Cooling
- Dr Nicholas Wong
- Dr Geraldine Young
- Dr Michael Donohue

Opening hours

Mon-Fri 8.30am to 5.00pm

Appointments

Consultations are by appointment. Emergencies will always be given priority. Walk-in patients are accepted and will be appropriately triaged. Please let our receptionists know if you need to discuss more than one problem with your Doctor so we can allow you extra time. Patients requiring forms to be completed are to make an appointment to see the Doctor.

Online appointments

Our Practice now has the option of booking appointments online with a number of our Doctors. To book an online appointment, simply go to <https://automedsystems.com.au/online/clinics/1492/yeppoon-family-practice-yeppoon-4703/doctors/loc/5> and you will be able to select your preferred date, time and doctor (subject to availability).

Fees

This is a private billing Practice. Consultation fees are set by each Doctor. Fees are payable at the time of consultation.

| | | |
|----------------------|--------|------------------|
| Standard consult | \$78 | (*\$39.10) |
| Long consult | \$114 | (*\$75.75) |
| Extended consult | \$150 | (*\$111.50) |
| Weekend surcharge | \$10 + | consultation fee |
| Excision Gap fee | \$40 | |
| After Hour Consult | \$175 | |
| Prescription request | \$20 | |

(* Medicare Rebate)

Refer to our Fees Schedule for further information.

Medicare

Our computer system is linked to Medicare, so patients are able to receive their Medicare rebate directly into their bank account at the surgery. Please ensure that you show your Medicare card and current Pension card to reception staff on arrival. Please note that it is at the Doctor's discretion whether a discount is offered to patients with concession cards.

Services

The Practice offers a wide range of services including:

- Men's / Women's Health
- Paediatric Health
- Mental Health & Counselling
- Aboriginal & Torres Strait Islander Health
- Immunisations / vaccinations
- Pregnancy & Antenatal Care
- Drivers License Medicals
- Insurance & Pre-Employment Medicals
- Travel Medicine
- Skin Checks
- Sports Medicine
- Minor Surgery
- Asthma Care
- Diabetes Care
- Annual Health Assessments and associated Community Care
- Spirometry
- Electrocardiographs (ECG)
- Care plans
- Acupuncture
- Nutritional Medicine
- Work related Injuries

Patient Rights

Patients have the right and are encouraged to participate in decisions about their health care.

After hours arrangements & home visits

This Practice provides 24 hour care for our patients in coordination with Yeppoon Family Practice. For after hours consultations, contact 4913 9300 for instructions. Please note there is a Medicare rebatable fee of \$175 for this service. For emergencies please call 000 or attend Capricorn Coast Hospital.

Home visits are available for patients, if clinically required. Please speak to receptionist to discuss options.

Contact Details

23 William Street, Emu Park, Queensland 4710
Phone 4913 8100 (Afterhours 4913 9300)
Fax 4913 8150
Email doctors@yfp.com.au
Website www.yfp.com.au

Communication / telephone policy

Practice patients are able to communicate with the Practice by telephone or email in situations where a consultation is unnecessary or impractical. Staff will take your details and will only interrupt a consultation if the problem is urgent. All phone calls and email messages will be addressed by the Dr as soon as possible. We take great care to protect your privacy during this process.

Test results

If you have been referred for a test, please ensure you contact us for the result within two to three days (or as advised by your Doctor). Patients can phone the Practice opening hours Monday to Friday to obtain non-urgent test results from our nurses. If a nurse is not available you will be prompted to leave your contact details. If your doctor has requested that you speak directly to them for results, please ask the receptionist to make a non-urgent recall appointment for you. The Practice uses SMS notification service to advise of non-urgent results.

Reminder system

Our Practice uses a reminder system to help maintain your health and also participates in national, state and territory recall and reminder programs. You may receive reminders by post, email, telephone or SMS for appointments and procedures like vaccinations, cervical screening and other health reviews.

You can opt out of any of the recall and reminder programs or receiving SMS reminders for appointments at any time. Please speak to receptionist to discuss options.

Management of patient health information

Our Practice is committed to maintaining the confidentiality of your health information. It is the policy of the Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Any health information collected requires the consent of the patient to be disclosed to any other party.

In accordance with Medicare privacy policies, this Practice requires young people aged 14 and over to give consent before their parents can access their health information. For more information, please ask to see our Privacy Policy.

Referrals and engaging with other services

Our Practice regularly engages with local health services, such as specialists, allied health providers and hospitals. For specialist referral, you are required to make an appointment with your doctor, who will assess the nature of your condition and its urgency. You may request a specialist of your choice. Referral letters will be faxed directly to the specialist after you have made your appointment. The Practice is unable to predate referrals. Ongoing referrals can be requested via the website www.yfp.com.au at a charge. This will be at your doctor's discretion.

Patients who require communication services

Patients who require communication assistance are asked to let the reception staff know when making an appointment. Interpreter services are available if needed.

Schedule 8 drugs

The Family Practice (Emu Park) does not provide prescriptions for Controlled Drugs and Drugs of Dependence for patients with non-malignant pain. The Practice uses and reports to the HIC's Doctor Shopper Information Management System.

Travel medicine

Yeppoon Family Practice is a member of the Travel Alliance Group and The International Society of Travel Medicine. We provide comprehensive travel medicine advice and vaccination. You may need more than one consultation. Please consult your doctor at least 3 months before departure to ensure adequate protection.

Prescriptions repeats

Please note that the Practice requires at least 48 hours notice for a repeat prescription request. For patient safety, repeat prescriptions will not be written unless the patient has visited the Practice within the last three months. It is also at the Doctors discretion as to whether a repeat prescription is given. It is the responsibility of the patient to ensure their prescriptions do not run out. Please note that a \$20 fee is payable on the collection of repeat prescriptions. For Saturday script collection, patients will need to make special arrangements with the Practice. It is Practice policy, that prescriptions will not be faxed. Authority prescriptions require a doctor's appointment. You can also order repeat scripts on line via the website www.yfp.com.au This will be at your doctor's discretion and reception will contact you if an appointment is required.

Aboriginal & Torres Strait Islander health

Knowing cultural background can help us provide health care that meets your individual needs. Our Practice participates in the 'Closing the Gap' initiative.

Patient Feedback

Our Practice strives to provide a quality service. Please speak to a member of the clinical team, the Practice Manager or administration staff, if you have suggestions or are unhappy with the service you have received. Feedback is important to us.

Alternatively, you can contact:

Office of Health Ombudsman,
PO Box 13281, Brisbane QLD.
Phone: 13 36 46