



**Wellness  
Medical**  
and skin cancer clinic

## Practice Information Sheet

Wellness Medical & Skin Cancer Clinic

Suite 103 / 2 Wellness Way

Springfield Central 4300

Ph: 07 3085 4370

Fax: 07 3085 4371

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

Online booking available via the website or on



Please ensure your address and contact details are always up to date!  
And remember to bring your Medicare card with you to your  
appointment.

## **Our Doctors**

### Dr Amrita Dhital

Consulting: Monday, Tuesday, Thursday, Friday & Saturday.

Special Interests: General Practice, Skin Cancer detection and removal, Women's health, Mental health and chronic disease management.

### Dr Sudeep Dhital

Consulting: Monday to Friday.

Special Interests: Skin Cancer diagnosis and treatments, Cosmetic mole & skin tag removal, Iron & vitamin infusions, Men's health and chronic disease management.

### Dr Tapan Paul

Consulting: Thursday 9am – 130pm

Specialist Interests: Skin cancer management, child health & Development and chronic health management

### Dr Sandhli Sharma

Consulting: Wednesday 8am – 1230pm

Specialist Interests: Skin cancer management, women's health and chronic health management

### Dr Ritesh Upadhyay

Consulting: Monday, Tuesday & Wednesday 8am – 5pm

Specialist Interests: General Practice, Men's Health, Family planning, child health & Development and chronic health management

### Dr Sundhar Narayan

Consulting: Friday 9am – 130pm

Specialist Interests: Skin Checks, Skin cancer management, Skin excisions.

## **Practice Staff**

Practice Manager:	Tanya Ross
Nursing Staff:	Sue Scheepers RN and Kynie Jenner EN
Reception Staff:	Nadine and Tanya S

## **Our Practice**

Our mission is to provide excellent integrated care to meet the health care needs of our community. Our experienced and friendly team of staff are dedicated to providing excellent service to make you and your family feel comfortable during the visit to our practice.

## **Surgery Hours**

Monday to Friday	8am – 5pm
Saturday	8am – 1pm
Sunday & Public Holidays	Closed

## **After Hours Care (when we are closed)**

Our practice uses Hello Home Doctor to provide afterhours care when our practice is closed. This services is available from 6pm to 8am 365 days a year. Hello Home Doctor can be contacted directly on 134 100.

## **Closest Hospital**

The nearest hospital is Ipswich General Hospital, which is located on Chelmsford Avenue, Ipswich. They can be contacted on 3810 1111.

Patients attending the hospital are encouraged to return to their usual doctor with their discharge summary or relevant ED notes

## **Home Visits**

We offer home visits during business hours to our regular and longstanding patients. The decision to be treated in your home will be based on the complexity of your health needs, your distance from the practice and if it is reasonable and safe to do so. It will be the GP's clinical decision if a home visit is the best option for you. There are fees and criteria associated with home visits, please call our reception team for further information.

## **Appointments**

Our practice operates on an appointment basis with a standard consultation being approximately 15 minutes long. Longer consultations are available, please inform our receptionist if you would like to make a longer consultation. Allowing extra time helps our doctors run on time and gives our patients time to address their individual health needs.

To allow us to book the correct amount of time with the doctor and the nurse please let us know if you are booking for a dressing, vaccination, minor operation, health assessment or medical examination.

## **Oline Booking System**

For patient convenience and 24-hour access to bookings we offer an online booking system with HotDoc. Please visit our website [www.wellnesmedical.com.au](http://www.wellnesmedical.com.au) and click the yellow "book now" button or you can download the HotDoc mobile app from the Apple Store or Google Play Store.

Please note vaccination appointments cannot be booked online as we also need to book the nurse. If you require a vaccination, please call our reception on 3085 4370.

## **Our Fees**

Standard consultations, Telehealth consultations & Skin checks will be privately billed with a Medicare rebate available to Medicare card holders.

- Patients who are aged 16 years and under will be bulk billed Monday – Friday
- Health Care card & Pensions card holders will be bulk billed Monday – Friday
- DVA White & Gold card holders will be bulk billed Monday – Friday
- Saturday's will remain private billings for all patients

## **Our Services**

Our practice offers many services including:

### General Practice

- Family Medicine
- Men's, Women's & Children's Health
- Care plans and Mental health Care Plans
- Chronic Disease Management
- Antenatal Care
- Pap Smear & Breast Screening
- Health Assessments & ATSI Health Assessments
- Vaccinations – including Childhood Vaccines, Flu Vaccines, Covid Vaccines, Q Fever Vaccines and Whooping Cough Vaccines
- Mental Health

### Skin Care

- Skin Checks
- Skin Lesion Removal
- Skin Flap
- Benign & Malignant Skin Removal
- Plasma Pen Treatment
- Cosmetic Mole Removal

## **Other Services On Site**

Mater Pathology – Monday to Friday 8am – 2pm

Dietician – Every Friday

Psychologist – Every Monday & Friday

## **Telephone Access To Your GP**

Telehealth consultations are now available at our practice. You must have been seen face to face by a doctor in this practice to be eligible for a telehealth consultation. Please ring our reception to book a telehealth consultation.

## **Reminder System**

Your doctor will seek permission to include you in our reminder system. We may issue you with a reminder letter or SMS message from time to time offering you preventative health services. Patients can elect to opt out for non-urgent preventative health as long as they have made an informed decision. The decision to be excluded from reminder recalls for non-urgent or ongoing disease maintenance issues will be recorded in your file.

## **Test Results**

It is the responsibility of each patient of this practice to find out the results of their tests and investigations. Generally, most blood tests require a minimum of three days to process – some require longer.

We use a secure SMS services to advise you of your doctor wants you to make a follow up appointment to discuss your results. *Please click on the link when you receive the sms. This is not spam!* You can easily book your appointment online following the instructions in the sms message.

## **Emails And Internet Access**

This is not our preferred means of contact. We do not accept email messages as a method of contact as we cannot guarantee privacy or adequate care. Emails are not actioned daily and therefore we cannot guarantee your request will be actioned.

## **Privacy Policy**

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information. This information is only available to authorised personnel. Children over the age of 14 are considered adults and our staff are not able to discuss any aspect of their health with a parent without their consent. Our privacy policy is available for you to review at the front desk.

## **Your Rights**

We understand and appreciate that you have a right to participate in the decision-making process of your health requirements. All our staff are dedicated in allowing patients this option.

## **Patient Feedback System**

It is important to provide feedback systems for all patients attending Wellness Medical. We encourage all patients to provide feedback on the standards of service received and any identified areas for

improvement. Information is collated regularly with feedback given to staff and doctors at relevant centre meetings. You can provide feedback on our Facebook page, at the centre or on Google.

### **Lodging A Complaint**

Should you have any concern or wish to make a complaint, please contact our Practice Manager in the first instance and we will endeavour to handle your complaint or concern in a timely manner. If you are unhappy with the outcome, you can also make a formal complaint to our governing body.

Office of the Health Ombudsman

Ph: 133 OHO (133 646)

Po Box 13281 George Street

Brisbane QLD 4003

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

### **Things To Note About Our Clinic**

- No Shows, patients who fail to cancel their appointments will be charged a fee. We are a busy clinic and appointment spaces can be filled up with other sick patients in need. Please call us to cancel if you can not make it, 2 hours is enough notice but 24 hours would be preferred.
- Our mobile messaging system is how we communicate with you. If you choose to opt out of the system, please ensure that you always return to the clinic for the results of any tests that have been ordered for you.
- Please always ensure your details are up to date with us
- Please treat our staff including our GP's with respect