



**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

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 to Friday and alternate Saturdays.

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 and alternate Saturdays.

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 83am – 1pm

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

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 – 6pm
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 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

Our practice bulk bills all Medicare card holders from Monday to Friday. If you do not have a Medicare card a standard consultation will be \$70.

On Saturday we do NOT bulk bill, the consultation fee is \$70. We can process the Medicare rebate for you at the time of your consultation.

Our practice also charges a small out of pocket fee for any minor procedures performed in our treatment room. These fees range from \$25 - \$50 but will be explained to you before any treatment is started.

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 – 12pm

Dietician – Every Second Tuesday

Physiotherapist – Every Second Thursday

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 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

Things To Note About Our Clinic

- No Shows (patients who fail to cancel their appointments on time) and repeat offenders (more than three no shows), sadly 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