

#### DOCTORS INFORMATION FOR PATIENTS

Manor Apartments, 289 Queen Street, Brisbane, QLD 4000

Ph: 3221 3366 (All hours) | Fax: 3221 3082

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

Email: [contact@289queen.com.au](mailto:contact@289queen.com.au)

[nurse@289queen.com.au](mailto:nurse@289queen.com.au)

## ABOUT US

Welcome

THE DOCTORS LOCATED HERE RUN THEIR OWN PRIVATE PRACTICES. ALL CORRESPONDANCE SHOULD BE ADDRESSED TO THEM. BRISBANE CITY DOCTORS ITSELF IS A NOT A MEDICAL PRACTICE BUT A LOCATION WHERE OTHER DOCTORS HAVE THEIR MEDICAL PRACTICES

The doctors booking, billing and general policies have been summarised in this brochure to assist their patients. Their policies may vary so seek further information on the doctors own website for clarification (listed for convenience on the [www.Brisbanecitydoctors.com.au](http://www.Brisbanecitydoctors.com.au) website

The co-located doctors are SPECIALISED general practitioners, that is, they have two medical degrees. Their primary medical degree (MBBS) and their General Practice specialist degree (FRACGP). This correlates to a minimum of 10 years medical training. The doctors also have additional training in various special interest areas to assist patients with their specific health care needs.

All doctors participate in their own regular continuing education to keep up to date with the latest medical information and treatments. The latest in medical equipment and highly trained nursing staff are available to assist in your care.

Visit their booking websites to find out more about the doctors:

<http://www.BrisbaneCityDoctors.com.au>

Doctors take the quality of care offered to their patients very seriously. All of their systems and processes are designed to ensure you receive the best quality care available.

Masks are optional and any patient with cold, flu or gastric symptoms may not come onsite without prior Telehealth triage. The doctor will determine the next step (e.g., if you can be managed over the phone or if they will see you at the back door). Please DO NOT enter the surgery unless advised by your doctor or clinic staff.

Multiple COVID infections are shown to be worse and affect other organs. No one should drop their guard in relation to this multisystem disease. Anyone having a recent COVID infection cannot come onsite until a 10 day isolation period has passed and they must be wearing a mask at all times. A minimum of 30% of people are still infectious at 7 days post-COVID.

**ALL DOCTORS ARE LOCATED ON THE LOWER LEVEL NOW**

**Manager Contact:**

[manager@289queen.com.au](mailto:manager@289queen.com.au)

**Admin contact:**

[admin@289queen.com.au](mailto:admin@289queen.com.au)

**Doctors Reception:**

[contact@289queen.com.au](mailto:contact@289queen.com.au)

**Occupational medicals contact:**

[admin@allmedicals.com.au](mailto:admin@allmedicals.com.au)

**Nurses contact:**

[nurse@289queen.com.au](mailto:nurse@289queen.com.au)

## DOCTORS HOURS VARY- SEE THEIR WEBSITES

**Monday – Friday**

**7 am – 6 pm**

(NO BULK BILLING/REDUCED FEES BEFORE 8 AM OR AFTER 4 PM | SATURDAYS: FULL PRIVATE BILLING ONLY)

*(Last appointment 5:30 pm)*

**Saturday**

**9 am – 1 pm**

*(Last appointment 12:30 pm)*

**Sunday**

**TELEHEALTH APPOINTMENTS**

**Public Holidays**

**CLOSED**

MASKS REQUESTED.

BRING YOUR OWN OR YOU CAN BUY ONE FROM A HYGIENIC VENDING MACHINE \$2.20

WE MUST MANAGE THE RISK FOR OUR VULNERABLE PATIENTS IN THE WAITING ROOM.

**WHEREVER POSSIBLE, PLEASE BOOK ALL APPOINTMENTS ONLINE ON THE DOCTORS WEBSITES TO LEAVE PHONES FREE FOR EMERGENCIES**

**WELCOME TO  
NEW FEMALE DOCTOR  
DR ALICE MAN**

**SEE HER BIO ON HER BOOKING WEBSITES UNDER—  
DOCTORS**

## THE CO-LOCATED DOCTORS

EACH DOCTOR RUNS THEIR OWN INDEPENDENT PRACTICE ONSITE AND DECIDES OWN BILLING AND OTHER POLICIES. PLEASE READ THESE ON THEIR WEBSITES WHEN YOU GO TO BOOK

<b>Dr Peter Richter</b>	MBBS FRACGP ABN: 74410650410 MED0002062906
<b>Usual Consulting Days</b>	Monday – Friday
<b>Billing Policy</b>	<p><b>Telehealth</b> Telehealth phone/video appointments are charged at: 10 min Telehealth: \$92.00 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p>Online bookings will incur an additional HotDoc fee. NO TELEHEALTH BETWEEN 7 - 8 am   AFTER-HOURS: FULL FEE ONLY <b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$104 (rebate \$53.65) Long Consultation (20 mins): \$170 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$104 (rebate \$41.20) Long Consultation (20 mins): \$170 (rebate \$79.70)</p> <p><b>Bulk Billing</b> Bulk billing onsite appointments for standard consultations is available for children under 5 years at the doctor's discretion.</p> <p>HCC holders, pensioners, and students have a \$30 gap above the rebate.</p> <p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM). All discount billing is at the doctor's discretion.</b></p>
<b>Special Interests</b>	General Consultations, Men's Health, Travel Advice, and Company Medicals.
<b>Dr Pav Chopra</b>	MBBS DRCOG MRCGP (UK) FRACGP   ABN: 59070232123 MED0001389262
<b>Usual Consulting Days</b>	Monday – Friday: 8 AM – 4 PM
<b>Billing Policy</b>	<p><b>Telehealth</b> Telehealth phone appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20)</p>

	<p>Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p><b>Bulk Billing</b> Bulk billing onsite appointments for standard consultations is available for children under 5 years at the doctor's discretion.</p> <p>HCC holders, pensioners, and students have a \$20 gap above the rebate.</p>
	<p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM).</b> <b>All discount billing is at the doctor's discretion.</b></p>
Special Interests	General Consultations, Men's Health, Sports/Musculoskeletal Medicine, Sexual Health, Skin Checks, and Minor Excisions.
<b>Dr Michael Edwards</b>	MBBS FRACGP BPhy   <b>ABN:</b> 66956859062 <b>MED0001677777</b>
Usual Consulting Days	Monday, Tuesday, Alternate Wednesday, Thursday & Friday
Billing Policy	<p><b>Telehealth</b> Telehealth phone appointments are charged at: 10 min Telehealth: \$92.00 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20) Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p><b>Bulk Billing</b> Bulk billing onsite appointments for standard consultations is available for children under 5 years at the doctor's discretion.</p> <p>HCC holders, pensioners, and students have a \$20 gap above the rebate from January 2023.</p> <p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM).</b> <b>All discount billing is at the doctor's discretion.</b></p>
Special Interests	Men's Health, General Consultations, Sports/Musculoskeletal Medicine, Dermatology Issues, Sexual Health, and Erectile Dysfunction.
<b>Dr Christopher Watson</b>	MBBS FRACGP   <b>ABN:</b> 98974185796 <b>MED00001405307</b>
Usual Consulting Days	Monday, Tuesday, Thursday & Friday   Works on lower level. <b>ON SABBATICAL</b>
Billing Policy	<p><b>Telehealth</b> Telehealth phone appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p>

	<p><b>After-Hours (Before 8 am)</b>  Standard Consultation (10 mins): \$101 (rebate \$53.65)  Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b>  Standard Consultation (10 mins): \$101 (rebate \$41.20)  Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p><b>Bulk Billing</b>  Bulk billing onsite appointments for standard consultations is available for children under 5 years at the doctor's discretion.</p> <p>HCC holders, pensioners, and students have a \$20 gap above the rebate.</p> <p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM).  All discount billing is at the doctor's discretion.</b></p>
<b>Special Interests</b>	Mole Scanning, Skin/Musculoskeletal Problems, Men's Health, Weight Management, Skin Surgery, Skin Cancer & Melanoma Surgery, and General Consultations.
<b>Dr David White</b>	BSc MBBS MPH FRACGP   <b>ABN:</b> 88494451258 MED0001663691
<b>Usual Consulting Days</b>	Monday, Tuesday, Thursday & Friday
<b>Billing Policy</b>	<p><b>Telehealth</b>  Telehealth phone appointments are charged at:  10 min Telehealth: \$92 (rebate \$41.20)  (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b>  Standard Consultation (10 mins): \$92 (rebate \$41.20)  Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b>  Standard Consultation (10 mins): \$101 (rebate \$53.65)  Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b>  Standard Consultation (10 mins): \$101 (rebate \$41.20)  Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p><b>Bulk Billing</b>  Bulk billing onsite appointments for standard consultations is available for children under 5 years, full time students at the doctor's discretion.</p> <p>HCC holders, pensioners, have a \$20 gap above the rebate.</p> <p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM).  All discount billing is at the doctor's discretion.</b></p>
<b>Special Interests</b>	Mental Health Care, General Consultations, Men's Health, Musculoskeletal Medicine, Preventative Medicine, Sexual Health (excluding PEP/PreP), Children's Health, Iron Infusions, Ear Micro suction, Dermatology Issues, and Family Planning/Preconception Advice.
<b>Dr Trang Huynh</b>	MBBS FRACGP   <b>ABN:</b> 91133695480 MED0001401320
<b>Usual Consulting Days</b>	Monday, Alternating Tuesday/Wednesday, Thursday
<b>Billing Policy</b>	<p><b>Telehealth</b>  Telehealth phone appointments are charged at:</p>



	<p>10 min Telehealth: \$96 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b>  Standard Consultation (10 mins): \$96 (rebate \$41.20)  Long Consultation (20 mins): \$165 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b>  Standard Consultation (10 mins): \$101 (rebate \$53.65)  Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b>  Standard Consultation (10 mins): \$101 (rebate \$41.20)  Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p><b>Bulk Billing</b>  Bulk billing onsite appointments for standard consultations is available for children under 5 years at the doctor's discretion.</p> <p>HCC holders, pensioners, and students have a \$20 gap above the rebate.</p> <p><b>Note: There is strictly no discount billing on Saturdays or during after-hours (BEFORE 8 AM OR AFTER 4 PM). All discount billing is at the doctor's discretion.</b></p>
<b>Special Interests</b>	General Consultations, Dive Medicals, Woman's Health, Mirena Removals, Implanon Insertion/Removal, Simple Excisions/Biopsy of Skin Lesions and Cancers.
<b>Dr Angela Sprott</b>	
<b>Usual Consulting Days</b>	<p>Retired Jan 2023 after 29 years! We will miss her and wish her a happy retirement She has your records if needed.</p> <p>She has handed over her patients care to Dr Tia Singh, They have access to your medical records to continue your care</p>
<b>Dr Flora Cheong</b>	MBBS BBiomed sc (Hons) FRACGP MBBS   <b>ABN:</b> 98344141595 <b>MED0001818082</b>
<b>Usual Consulting Days</b>	Tuesday, Wednesday & Thursday   Works on lower level.
<b>Billing Policy</b>	<p><b>Dr Cheong is <u>private bill only</u></b></p> <p><b>Telehealth</b>  Telehealth phone/video appointments are charged at:  10 min Telehealth: \$96 (rebate \$41.20)  (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b>  Standard Consultation (10 mins): \$96 (rebate \$41.20)  Long Consultation (20 mins): \$165 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b>  Standard Consultation (10 mins): \$101 (rebate \$53.65)  Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b>  Standard Consultation (10 mins): \$101 (rebate \$41.20)  Long Consultation (20 mins): \$164 (rebate \$79.70)</p>
<b>Special Interests</b>	Skin Checks, General Practice, Women's Health, Ear Micro suction, Implanon Removal & Insertion, and General Consultations.

<b>Dr Tia Singh</b>	MBBS RACGP ABN 75839030794
<b>Usual Consulting Days</b>	Tuesday, & Friday: 8 AM – 3 PM   Works on lower level
<b>Billing Policy</b>	<b>Telehealth</b> Telehealth phone/video appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)  <b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b>  <b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)  <b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)  <b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20) Long Consultation (20 mins): \$164 (rebate \$79.70)
<b>Special Interests</b>	Women's Health, Implanon insertions/removal, Children's and Elderly Care, Post-Natal Care of Mother and Baby (including baby & kids checks and immunisations), Skin Checks and Skin Excisions (Minor Surgery), Chronic Disease Management, and Travel Health.
<b>Dr Loretta Deuble</b>	MBBS (HON) Bmedsci FRACGP   <b>ABN:</b> 26847302651 MED0000947999
<b>Usual Consulting Days</b>	Tuesday & Thursday   Works on lower level.
<b>Billing Policy</b>	<b>Dr Deuble is <u>private bill only</u></b>  <b>Telehealth</b> Telehealth phone appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)  <b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b>  <b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)  <b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)  <b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20) Long Consultation (20 mins): \$164 (rebate \$79.70)
<b>Special Interests</b>	General Practice and Women's Health.
<b>Dr Leanne Barron</b>	MBBS FRACGP
	Moved to Banyans a few years ago (private drug, alcohol, and eating disorders centre in Bowen Hills). Please contact them for any appointments and transfer of care. She has access to all your records.
<b>Dr McAdam</b>	MBBS FRACGP MBA GAICD Cert Applied Clinical Genetics ABN81 981 991 561

Billing Policy	<p><b>By appointment</b></p> <p><b>Telehealth</b> Telehealth phone/video appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20) Long Consultation (20 mins): \$164 (rebate \$79.70)</p> <p>Genetics appointments- 30-40 mins \$295 (rebate \$79.70) Long Covid Appointments 30-40 mins \$295 (rebate \$79.70)</p>
Special Interests	Telehealth, Covid/Long COVID, Staying Alive Program, Microbiome, and Genetics.
Dr Alice Man	FRACGP MBBS BSc ABN 80710134749
Usual Consulting Days	Monday, Wednesday, Thursday & Friday: 8 AM – 5 PM   Works on lower level.
Billing Policy	<p><b>Telehealth</b> Telehealth phone/video appointments are charged at: 10 min Telehealth: \$92 (rebate \$41.20) (depends on time, complexity, and number of issues discussed)</p> <p><b>Note: Medicare rebate for Telehealth is only available if you have been seen by one of the doctors within the past 12 months.</b></p> <p><b>Onsite Appointments</b> Standard Consultation (10 mins): \$92 (rebate \$41.20) Long Consultation (20 mins): \$158 (rebate \$79.70)</p> <p><b>After-Hours (Before 8 am)</b> Standard Consultation (10 mins): \$101 (rebate \$53.65) Long Consultation (20 mins): \$164 (rebate \$92.00)</p> <p><b>Saturday (Full private rates for all)</b> Standard Consultation (10 mins): \$101 (rebate \$41.20) Long Consultation (20 mins): \$164 (rebate \$79.70)</p>
Special Interests	Women's Health, Implanon insertions/removals, Skin Checks and Skin Excisions (Minor Surgery), Chronic Disease Management, Iron Infusions, Antenatal care and Travel Health.



## BILLING

Doctor's PRIVATE bill. All private consultations are to be paid in full on the day. Medicare returns the rebate on the same day if you have your bank account registered with them and have advised our staff.

Children under 5 may be bulk billed at the doctor's discretion check their websites for details

HCC holders, adult students, and pensioners have a \$20 - \$30 (depending on the doctor) gap on top of the rebate. (Full payment is required on the day).

Excisions, Full mole scans, and home visits are private billed.

- All WorkCover appointments must be paid on the day and patients are to seek reimbursement.

We do not bill direct to WorkCover.

**Some doctors do not bulk bill or offer discounted fees at all—each doctor sets their own fees and policies.**

Please consult the doctor's [website](#) for fee details and their policies for each individual doctor.

## APPOINTMENT LENGTH AND FEES

**It is important that you request the time you need to ensure the doctor can do their best for you. Too little time places them under unnecessary pressure and reduces quality of care.**

**Everyone should undertake least one 20 minute preventive health appointment annually to ensure all preventive health is completed. There is insufficient time for this during a 10 minute appointment.**

**Default length is 10 mins unless longer is requested.**

- 10 minute appointment
- 20 minute appointment
- Appointments longer than 20 minutes are available on request at time of booking (strictly no bulk billing). Please request the length of appointment you need at time of booking. If you are unsure, please ask the friendly receptionists.
- Medicals must be booked with advance notice. You will also be required to arrive 40 minutes before the doctor needs to see you. Late arrival to your medical may lead to cancellation.
- There is a cancellation fee if you miss your appointment or are so late it needs to be cancelled. \$220
- Excisions must be seen by the doctor for an initial appointment to assess the amount of time required and any other preparation needed. The excision will be booked on a second, subsequent appointment.

## PRIVATE PATIENT FEES

- Standard \$92
- Longer \$158
- Longer + \$187 - \$256

If you do not specify the length of your appointment at

time of booking, it will be assumed to be a standard 10 minute appointment, and unless urgent, you may be asked to return for another appointment if there is insufficient time to adequately manage your health complaint during the 10 minute appointment. Those who don't book enough time compromise their medical care by asking doctors to do the impossible. Good medicine takes time! Be sure to tell the doctor of your ethnicity as it holds important health information for them. Always let the doctor know who your emergency contact is and approve SMS messaging to receive messages from them.

If you are late for your appointment, you may have to rebook your appointment for another time. Otherwise, you will delay all appointments afterwards which is unfair to our other patients who also have busy schedules.

If you wish to book a 10 minute appointment, please be aware that there is no time in these brief appointments for more than one simple and obviously diagnosable issue to be discussed. You may be required to make another appointment at a later date if you have not booked enough time to ensure proper care occurs and avoid delays to their waiting patients.

2 x 10 minute health issues = 1 x 20 minute appointment.

A long consultation (20 mins) is required where the diagnosis is not obvious and involves pain or tiredness, mood changes, or women's issues. New patients also require an initial long consultation if over 40 years old or have a history of significant medical issues.

## Typical 10 minute appointments (\$92.00)

Urine infections	Infections (minor)
Skin infection	Rash
Ear infection	Blood pressure check
Sore eye or ear	Sports injury
Minor injury	Morning after pill
STD check	Pregnancy tests
Vaginal discharge	
Breast check (no pap)	
Pap alone (suits young healthy women under 35)	
Upper respiratory tract infection	
Simple results discussion	

## Typical 20 minute appointments (\$158.00-\$165)

Travel advice  
Asthma review with breathing tests  
Menopause counselling  
New patient starting on pill  
Cervical screening test and breast check  
Mother's 6 week check-up postpartum (if combined with baby's 6 week check, please book 2 x 20 min appointments)  
Child vaccination and growth checks  
Excisions – after initial assessment (10 min appointment)  
A couple of minor 10 min problems  
Depression/mood problems counselling

NOTE: ALL LOWER ABDOMINAL PAIN IN FEMALES OR VAGINAL BLEEDING REQUIRE A CERVICAL SCREENING TEST, PREGNANCY TEST, AND A 20 MINUTE APPOINTMENT.

Investigations of any of the following: Headaches, tiredness, abdominal pain, chest pain, dizziness, back pain, vaginal bleeding, lower abdominal pain, full women's health check (recommended for those over 35 years) with pap, breasts, BP, and discussion.

### **Mental Health appointments**

Mental Health Plans \$180 usually (check with individual Drs Websites)

Care plan appointments are mostly bulk billed or may have a fee on top (\$20 - \$50). Please check with your doctor.

### **Typical 30 mins appointments (\$187 - \$256.00+) (may vary between doctors)**

Complex mental health plans, Complex problems to discuss, Counselling, Men's or Women's health check-up with any extra issues or items to discuss.

### **EXTENDED APPOINTMENTS**

Doctors offer longer appointments on request. These are not bulk billed appointments and are billed at:

30 mins \$187 (rebate \$79.70)

40 mins \$256 (rebate \$117.40).

It is unfortunate that Medicare does not support quality care with such a low rebate for more time with the doctor.

### **ADMIN AND FORM FILLING FEE**

Any certificate or form that is completed outside of a consultation attracts a fee. Book a brief telehealth admin/question appointment online to discuss with the doctor.

Doctors need their lunchtimes and cannot take paperwork home every night as this robs them of time with their families. This is important for their own mental health. It's necessary to make an appointment to allot time in their busy day to complete paperwork as they cannot fit additional work into a fully booked day.

**Doctors may bulk bill these appointments or charge a small out-of-pocket fee unless extra time is taken.**

### **ACCIDENTS AND EMERGENCY**

Always telephone first and you will be advised of the appropriate action. However, if you have chest pain or symptoms of a stroke (e.g., weakness and numbness or speech problems); a severe allergic reaction with an itchy rash, swelling, and breathing problems; or a very sick child, call 000 immediately.

**PLEASE ALWAYS ADVISE IF YOU THINK YOUR PROBLEM COULD BE AN URGENT ONE.**

**Doctors have translating services available if needed.**

Doctors instructions are these will not be issued for non-medical reasons apart from bereavement or family support. The patient must be seen or attend a telehealth appointment at the time of the illness for a certificate to be written. They cannot be backdated as it is illegal.

Please remember to ask for a medical certificate during your consultation and refrain from requesting one afterwards.

### **WAITING TIME MANAGEMENT**

If you have **downloaded their app** and **turned-on notifications**, HotDoc will notify you on arrival of your likely time to be seen by your doctor. If you are really keen, you can telephone the surgery 30 minutes ahead and ask staff to register you as arrived. You will then be notified at work when you are the next patient.

So as long as you can get here within a few minutes, you can essentially walk into your appointment with minimal waiting time, allowing you to continue to work right up to your appointment time. This is very handy for busy working people.

You can also check yourself in on the HotDoc app on arrival. If you have been waiting more than 20 minutes, please contact the staff.

Although Telehealth appointments have a more flexible start time, contact reception if you have not received a call after 30 minutes in case your number is incorrect, or your phone is accidentally flat, switched off, going to voicemail, or blocking private calls (this happens a lot!).

### **TO REQUEST A PRESCRIPTION**

Modern medications are potent and can lead to harmful side effects if taken inappropriately. It's important that you are regularly reviewed while taking medication to check for any possible side effects, receive updates on whether it is still the most appropriate for your condition, and remind you about interactions or new side effects and warnings when taken with any other medication.

Doctors do not prescribe painkillers unless under care of a pain specialist.

Visit [www.brisbanecitydoctors.com.au](http://www.brisbanecitydoctors.com.au) and book a script or referral request on HotDoc. The doctors will decide if it's possible and if not ask you to make an appointment.

### **REPEAT PRESCRIPTIONS**

#### **TO REQUEST REFERRALS & PRESCRIPTIONS**

Make a request for a repeat referral for a known issue on HotDoc. If the doctor rejects the request, you will be told to make a telehealth appointment online. These may be billed at \$26 over rebate level if no other issues are discussed during your appointment. However, this can increase to \$92-\$96 if other items are discussed (rebate \$41.20). There are strict rules for these script requests so please read them online when you book.

**Important Note:** Doctors can decline your request for online prescriptions if you have not been seen for 6 months or

more, or the doctor has never prescribed you with the particular medication previously. In these cases, repeat prescriptions will not be issued without a visit to the doctor. There is no Medicare rebate for telehealth appointments if you have not been seen face-to-face in the last 12 months.

In most circumstances scripts for antidepressants, opiates, or sleeping tablets with addictive potential will not be given without a face-to-face appointment with your usual doctor. If your usual DR is not available you will need an appointment with another doctor. Pill scripts when a pap is overdue will only have a couple of months of repeats provided to ensure the pap does not remain undone.

**Note: Please refer to our referral guidelines below before requesting referrals online. These are managed by a telehealth appointment now.**

## REFERRALS

Medicare requires the GP to assess their patients before referring any patient to a specialist. This referral process allows for the efficient and proper use of consultant resources and ensures fair and timely access to specialist services by patients who need them. Referrals are valid for 12 months from the date first seen, not the date of the letter. This is because it is intended that patients visit their GP at least annually for reassessment and to ascertain if the referral is still indicated and it contains your current information. The doctor writing the referral must have consulted you or they cannot do a referral by law.

By law, referrals CANNOT be backdated. Please do not ask doctors to do this as they will have to politely refuse. It is the specialist's receptionists and your responsibility to ensure you have a current referral prior to your visit. Do not leave obtaining a referral until the last minute as doctors will not be able to fit in a last-minute appointment. Book a Telehealth or onsite visit a week prior to get your updated referrals. You can put your request through on the HotDoc portal and the doctor will review it and advise if they can do it for you or need to see you instead. These requests can take up to 5 days to be completed. Time has to be allotted to do these and they cannot be squeezed into a doctor's fully booked day as doctors cannot continue to work through lunchtimes and take work home with them as well. Doctors will burn out if they do. Thank you for your understanding.

Due to time constraints, calls from specialists on the day to do a referral cannot be accommodated. If you see a specialist without a referral from your doctor, you will have to bear the cost of the consultation as no Medicare rebate will be payable. **Request referrals at least a week beforehand.**

Provision of a referral usually requires a visit to the doctor but booking a Telehealth appointment will be acceptable sometimes to update relevant information.

Please also be aware that there is no Medicare requirement to rename a referral if you end up booking a different specialist (although they often ask). Doctors don't have the time to undertake unnecessary administration. You can simply cross out the previous name and add the new one (however, even this is unnecessary if a similar specialist type).

Any request online will only be accepted if you have been seen in the previous 6 months and there is no further preventive care due.

## PARKING

The closest cheapest parking is available at Queens Plaza in Edward Street. Book 1 hour and you get 1 hour free before and after (\$9). Usually, you must book online the day before to get this deal.

Other locations include Post Office Square, Wintergarden, Central Plaza 1 or MacArthur Central. If you go to [Secure Parking](#), there is discounted parking available for purchase online before you come in. It's very expensive to just drive in and park. Better to train or bus in!

## FOREIGN LANGUAGES

Interpreter services are available on request. It is essential that those patients with limited English skills have an interpreter present and book a long appointment. Another friend or family member may act as the interpreter if their English language skills are good. You must also consent to them being present throughout the appointment and be comfortable with talking freely in their presence.

## X-RAY AND ULTRASOUND FILMS

Please collect your films before you leave your consultation as we cannot store them for you. All x-rays left on the premises after 3 months will be destroyed, so please take your x-rays with you. Never leave mammograms here either—always take them with you.

**Never assume a doctor has seen your results. Sometimes radiologists fail to send us these and you may have the only copy in your x-ray packet. Always return for x-ray results.**

If you require a hard copy, or copies for yourself or specialists, ask the radiology service to provide them directly to your specialists.





## CONTINUITY OF CARE

It is in your best interest to have a regular doctor. It is very important to see and speak to the same doctor to follow through on a problem. Doctors prefer not to take other doctors' calls or appointments for results as they are not familiar with your history and cannot advise on what follow up you need without an appointment. Results cannot be interpreted without knowledge of your full medical history. Therefore, obtaining results will require a visit to your regular doctor unless they have informed you otherwise. Valuable information may be lost if you change doctors frequently.

Wherever possible, make all your follow up appointments with the same doctor who ordered your tests and has been following your condition. Failing that, be seen at the same practice where all your notes are available to the treating doctor.

If you also see another doctor elsewhere, ask for your results and information to be sent here as well so that we can keep a full and detailed history on you. Fragmented care can lead to lesser quality care and missed diagnoses.

## COMPLAINTS AND SUGGESTIONS

Doctors constantly strive to give you the best possible care and attention. They value your feedback and have an app that will send you a survey a few hours post visit so you can give direct feedback. You may also request to speak to the manager or give feedback through our website.

Alternatively, you can put your concerns in writing and send them to the Manager at [manager@289queen.com.au](mailto:manager@289queen.com.au).

It will be fully investigated, appropriate action will be taken, and you will be kept informed. Doctors appreciate the opportunity to resolve issues with you directly rather than just post a negative review that they can't respond to and which gives no opportunity to make a difference to the quality of healthcare through your feedback provided to them personally.

If they were unable to manage your complaint to your satisfaction, you can lodge your complaint to the Office of Health Ombudsman.

## STAFF POLICY

Support staff have a very difficult task juggling the needs of doctors, patients, and ringing phones. Your patience is appreciated. As employers they are obligated to provide a safe workplace for the staff. Patients who verbally abuse or threaten staff will be asked to leave the practice and seek their care elsewhere.

Doctor's reception staff are not clinically trained and, as such, are not permitted to give results. Doctors prefer an appointment to discuss. Email is not suitable for urgent enquiries, please phone.

Please do not ring or email asking if your results are back. Always ask at the consultation when to expect a communication for results. Receptionists do not have access to check these and will then need to take up our nurses' time. This creates enormous load on our nursing staff. Please make an appointment for follow up or wait for your doctor's SMS or email message. Only make contact after a reasonable time has passed and the doctor has not yet contacted you (unless the results are of an urgent nature).

Please ensure you have given us permission to send you SMS messages and/or email you as well. Also ensure your phone number is current and your email is not a work or shared family one. Check spam if awaiting an email. Please advise if we can't contact you about results and appointments via SMS or email. Doctors will send you a link to click on for a message from them.



## TELEPHONE CALLS

As you are aware, interruptions during the course of a consultation can be very distracting for both doctor and patient. Most queries are best dealt with by an onsite consultation or a Telehealth appointment.

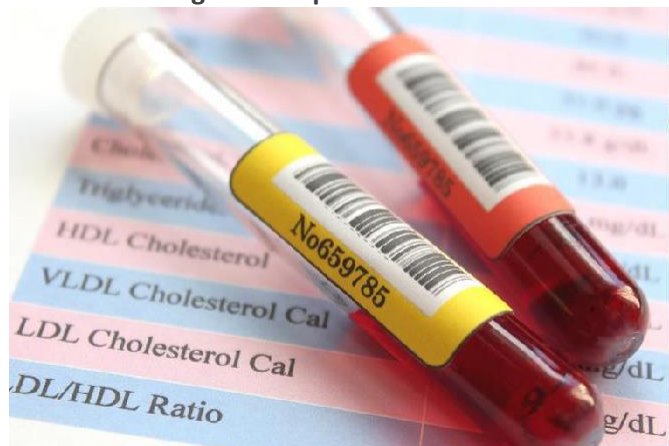
If you want to send a message to the doctor please email this to [contact@289queen.com.au](mailto:contact@289queen.com.au) rather than call as the phones are very busy. It will be forwarded to the relevant doctor for their response. If the item is better dealt with by consultation, please book one. Please also note that doctors are not in every day, therefore it may take a few days to receive a response to your query. Book a Telehealth appointment if you require prompt attention.

Please indicate if your call is urgent. If you feel you have a serious problem that requires immediate attention, please indicate this

**Results messages will generally come via SMS message containing a safe link to click. Doctors will email if they cannot contact you via SMS. Please INCLUDE THE EMAIL IN YOUR SAFE SENDERS LIST SO YOU DONT MISS DOCTORS EMAILS and check spam.**

**Doctors don't ask patients to return if everything is normal and there is no further follow up required. If you have been asked to return for results, it's because there is further follow up or discussion is required.**

Remember, diagnosis is a step-by-step process, and you need to know the next steps to ensure your problem is followed through to completion.



## THE TELEPHONE SYSTEM

The phones are busiest in the mornings, so unless it's absolutely necessary, please ring after 2 pm for non-urgent matters. Or better still, email doctors with your non-urgent matters so they can be attended to at the least busy time. Please don't send medical symptoms via email, doctors will just ask for an appointment so please make an appointment instead. In the case of a medical emergency, simply hang up and dial 000 to speak with ambulance services.

There is an auto attendant with options given. This has been added to deal with regular queries and reduce staff load. Make appointments online to reduce the load on reception and keep lines free for emergencies

## EMAIL

Email is only checked a couple of times a day. It is suitable only for general enquires; it is not for urgent or same day queries. Please do not use email for appointment bookings or cancellations on the same day. You can cancel AND REBOOK on the HotDoc app if you booked through them.

It's much appreciated if you would book online on our website to take pressure off our staff with phone calls where possible.

Medical queries are best dealt with by consultation or Telehealth appointments. Admin "paperwork" requests to doctors are best booked online as an "admin appointment".

Emails are not encrypted which means they could be intercepted and read by others externally. Confidentiality is not guaranteed, so do not send personal information if you do not accept this limitation. Please add contact email addresses to your safe senders list so emails don't go to spam or junk mail.

Staff cannot look for or comment on results.

## TEST RESULTS

### IT IS THE PATIENT'S RESPONSIBILITY TO FOLLOW-UP THEIR RESULTS.

Test results are reviewed by your doctor.

Unless you have opted out or have not provided a mobile number, doctors HotDoc SMS Recall system will send you an SMS with a message from your doctor about your results (or possibly an email if you do not respond to SMS). You will be sent a link. This is safe to click on. Follow the SMS instructions. If asked, you must return and see the doctor. There will be important follow up needed.

If it is impossible for you to return, you have the option of a Telehealth appointment.

For confidentiality reasons and because they are not doctors, receptionists/nurses cannot give any results to patients at the front desk or over the phone. If you have had tests done, ask the doctor when and how to receive your results at the consultation.

If requesting copies of old blood results, contact Sullivan Nicolaides directly on [patientservices@snp.com.au](mailto:patientservices@snp.com.au).

If you need results for a specialist visit, ask the relevant receptionist to request them direct from the lab or x-ray service as the specialist will want these downloaded to their own computer direct from the associated service.

## CANCELLATIONS

It is very important that you phone us well before your appointment if you are unable to keep it. We always have more patients than appointments, so your failure to make that appointment available for booking means another patient has been turned away when they needed our help.

Some Doctors have introduced a \$40 potential cancellation fee for those who fail to notify us in advance on more than one occasion. This is to signal to the doctors patients that the cancellation of appointments is important.

### WHAT TO DO IF WE ARE FULLY BOOKED AND YOU NEED TO BE SEEN

If you give the receptionist an idea of what the problem is, they will try their best to fit you in or ask to speak to the nurse. Urgent appointments will always be seen if you indicate this when you call or a referral to an appropriate centre will be arranged.

## PANDEMIC CHANGE IN GENERAL PRACTICE ROLE

General practice is no longer the frontline place for onsite visits for colds and flus without prior Telehealth appointments for doctors to assess first. Doctors can arrange self-administered RAT and PCR tests, as well as viral respiratory virus tests, scripts, and certificates via Telehealth. Doctors have a workplace health and safety obligation to provide a safe workplace and also for everyone onsite

COVID TESTS FOR TRAVEL CAN BE BOOKED WITH THE NURSES

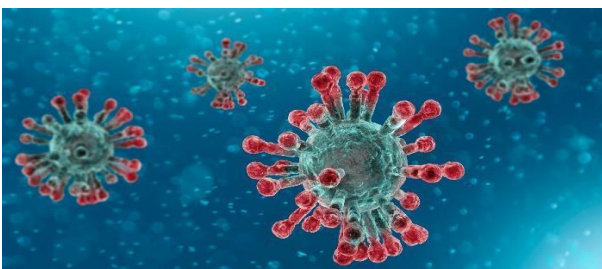
**Qld cervical screening and bowel screening registers now keep your records on the National Cancer Screening Register and will remind you when you're due — contact them directly if you wish to opt out.**

## INFECTIOUS DISEASES

DOCTORS ADVICE: YOU MUST NOT COME TO THE PRACTICE WITH COLD, FLU, "HAYFEVER," "SINUS," OR GASTRIC SYMPTOMS. It's not just about COVID but also other respiratory viruses and infectious diseases (e.g., Respiratory syncytial virus, metapneumovirus, German measles, chicken pox, etc.). All these viruses are dangerous for pregnancy, babies, people with cancer, the elderly, and the immunocompromised. Wearing masks and undertaking Telehealth appointments is about respect and caring for our most vulnerable in the community. Book a Telehealth appointment to discuss and assess the next step.

**NOW, MORE THAN EVER, EVERYONE IS AT RISK AS NON-ISOLATED COVID CASES WITHOUT MASKS ARE IN THE COMMUNITY.**

**IT'S TIME TO RAMP UP PRECAUTIONS, NOT RELAX THEM.**



### Things that you can do to prevent spreading the flu and COVID:

- When calling, inform the receptionist if you have travelled overseas recently or have been exposed to a family member or friend that has returned from overseas recently and you suspect that they have a cold, flu or COVID, or they are awaiting COVID testing results
- Cover your mouth and nose when you cough or cover a sneeze with your elbow
- Clean your hands with soap and warm water for 20 seconds or wipe your hands with alcohol wipes or antiseptic gel regularly
- WEAR a mask & KEEP 2 m AWAY FROM PEOPLE
- Stay home from work if you have symptoms, get tested, and self-isolate
- **DO NOT COME INT WITH COLD, FLU, GASTRIC, HAYFEVER OR SINUS SYMPTOMS—BOOK A TELEHEALTH APPOINTMENT ONLINE FIRST SO DOCTORS CAN ASSESS THE SITUATION**

## TRANSFER OF RECORDS

The introduction of the new privacy legislation has resulted in an increase in the costs of providing records and summaries. Where this task could have been done by a receptionist previously, the increased complexity brought in by the legislation means that a doctor must now do them. The privacy legislation allows for an administration fee to be charged in recognition of this increased complexity.

The doctors own the medical records but are happy to transfer care over to your new doctor and send a summary. There is a fee of \$40 or \$100 for full records (plus a \$15 registered post fee to ensure your privacy and that your records are delivered to you or your nominated doctor if this method of delivery is requested). Electronic transmission is also possible, and they don't charge a postage fee in this instance. However, if you see/or book a telehealth appointment with your doctor to arrange this, they will bulk bill that and arrange transfer when identity is secured and discussion of important follow up is undertaken. Doctors who are no longer in the practice have your records to access if needed.

A signed release form and photo identification with your signature should accompany any request for transfer from the patient to their continuing care doctor. (Transfer Request Forms are available on [our website](#) or at your new doctor).

Requests will take a maximum of 1 month to process. Patients who choose to pick up a copy of their medical records or have them sent to them personally must show proof of their identity. It must also be the same person requesting the records who picks them up. If staff are sure they have the correct person, they can send them via email.



## HOME VISITS

Home visits are available to doctors regular patients who live in the CBD and who are genuinely too sick to attend (they are provided during pre-arranged times by mutual agreement).

Requests are best made before 10 am. Doctors do not bulkbill home visits. They are billed at AMA rates—check their websites for costs. Though it's quicker to taxi in and be seen straight away. This way doctors can see you faster at less cost to you.

## AFTER HOURS

Doctors have an after-hours number available to the doctor's regular patients. The number is listed on doctor's business card and after-hours telephone message. It is only available if seen at least twice in the last 2 years. Non regulars can contact 13 Health for advice.

### In an emergency:

Wesley Emergency Centre

Phone: (07) 3232 7333

St Andrews Priority Emergency Centre

Phone: (07) 3834 4455

Greenslopes Private Emergency Centre

Phone: (07) 3394 7654

Mater Private Emergency Centre

Phone: (07) 3163 1000

The Public Hospital Emergency Centres – Mater at South Brisbane, Royal Brisbane at Herston, Prince Charles Hospital at Chermside, and Logan Hospital at Logan are all open 24 hours a day. They are free but waiting times are 2-3+ hours.



## ONSITE PATHOLOGY SERVICES

Sullivan Nicolaides Pathology (on Ground Floor)

Phone: (07) 3210 2180

## RADIOLOGY

Citiscan Radiology and Ultrasound, 141 Queen Street

Phone: (07) 3035 3700

## DOCTORS SERVICES AVAILABLE

### All general medical, family, and children's care.

- Women's Health, Cervical Screening test, breast checks, contraception, sexually transmissible disease checks, pregnancy testing, pregnancy care, Implanon insertion and removal, and removal of IUD.
- Osteoporosis checks, Hormone replacement and other menopause therapy.
- Psychological support and mental health plans.
- Men's health, prostate checks, and impotence problems.
- Heart Health Checks annually from age 40.
- Travel vaccinations – Doctors are online with Travax, the international travel advisers. A printed travel advice report is given to every patient.
- Children's growth and development checks & vaccinations.
- Minor surgical procedures (mole excisions, skin cancer treatments, toenail removal, suturing, and wart treatments).
- Musculoskeletal medicine - Trigger point therapy for fibromyalgia, chronic pain states, & sports injuries with **Photo modulation laser**.
- Medicals for employment, immigration, and insurance.
- Diving medicals (Dr Huynh).
- Executive medicals.
- Preventive health checks.
- Cancer screening if symptomatic.
- Skin cancer checks using handheld microscopes and mole scanning machines.
- Lung function testing.
- Hearing tests.
- Skin checks & Mole Scanning Appointments (computerised).
- Workers' compensation and workplace visits.
- Smoking cessation. Cannabis prescribing (Dr Richter)
- Treatment for musculoskeletal injuries and all painful states.
- Occupational Medicine – workplace vaccinations (non-Medicare rebated), medicals, ergonomics checks, pre-employment checks, hearing tests, return to work programs, and drug and alcohol testing.
- Weight Management.
- Erectile dysfunction treatments.
- Ear suction for wax and infection.
- **STAYING ALIVE** program for the over 40s. This is not a medical examination (although it can be combined with a full medical) but a review of all family history. The Doctor looks at risk factors in lifestyle and occupational history and preventive advice opportunities

Genetic testing is available if you want to check for increased tendencies toward cardiovascular diseases and cancers. Additional full body screening for cancers and diseases are available using the latest technology to detect any cancers very early on while they are treatable/curable. Cost is \$295 for an appointment to develop a personalised screening program. Investigations are extra. Non Medicare.

- **Genetics Testing** for prenatal pregnancy planning for couples to exclude hidden genetic disease in their offspring. Some diseases will only present themselves when the couple's genes mix and may not be in either's family history.
- **Genetics Testing** for propensity to various diseases.
- **Microbiome Testing** for checking if you have healthy gut bacteria. Special diets are advised to get your microbiome back in balance. Disordered gut biome is thought to be responsible for increased heart disease, depression and anxiety, Rheumatoid arthritis, obesity, and many other health issues.
- **Heart Health Checks** - Medicare now allows everyone from age 40 to undertake one of these checks yearly (or earlier if there is an early family history).
- **Photomodulation** laser treatment for musculoskeletal injuries and chronic pain. We use the latest in this technology in which the body's immune systems are triggered to heal themselves. Appointments after the first one are usually bulk billed by the doctor.



## OCCUPATIONAL MEDICALS > PHONE (07) 3211 1024

- Coal Board Medicals
- Respiratory Health Surveillance Medicals
- Rail Medicals
- Aviation Medicals
- Employment Medicals
- Commercial Drivers Medicals
- Diving Medicals
- China Z Medicals
- Saudi Arabia Medicals
- PNG Medicals
- Executive Medicals
- Annual Medicals

## PATIENT RIGHTS

In the centre, doctors do not refuse access to care on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, sexual preference or medical condition.

They encourage patients to self-identify their cultural background (e.g., Aboriginal and Torres Strait Islander self-identification) on their 'New Patient Registration Form.' This information is then recorded in their health record.

Patients are encouraged to provide their next of kin AND an emergency contact at the time of booking an appointment. Please keep our staff updated with any changes.

Patients who do not speak English, or who are more proficient in another language, have the ability to choose a professional translating service or a translator who may be a family member or friend. Children should not be encouraged to translate on their parent's behalf. In some situations, it may not be appropriate for a family member or friend to translate.

The doctors encourage patients to utilise the free [Translating and Interpreting Service \(TIS\)](#). The TIS is a free service available 24 hours a day via telephone at the time of consultation or onsite at the practice if 48 hours' notice is given. Further information about the TIS is available on the [TIS website](#).

A free interpreting service is available for patients who are deaf and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1800 246 945 or visit the [NABS website](#) for further information.

1. Book a longer appointment to accommodate interpreting time (minimum 20 minutes).
2. These appointments are NOT BULK BILLED due to their duration and complexity. Normal billing rates apply.

## PRIVACY

For further information about how doctors manage your health information, please see our privacy policy by scanning the QR code below:



## RECALL AND REMINDER SYSTEM

Doctors have a recall and reminder system in place. It can vary between doctors. It provides patients with the safety and comfort of knowing that their doctor is monitoring their health from a distance by issuing messages and reminders for follow up or preventive care and recalling them to discuss results of test requests and referrals. All doctors use these in different ways so please do not assume you will be sent a reminder. Have your own system in place, such as a diary, to remind you of when your visits and follow ups are due.

There is a duty to have a recall system for **abnormal results. Doctors will contact you regarding urgent results. For non-urgent abnormal result appointments, you will normally receive a Hotdoc SMS message after your doctor has reviewed your results. It will contain a safe link to a message from your doctor regarding your results. Only 2-3 SMS messages will be sent and an email if you do not respond. After this, attempts to contact you will cease.** However, it's your duty and responsibility to keep your contact details and emergency contacts up to date with us at all times. If not, you may miss important messages from the doctors. **Please advise reception if doctors cannot contact you via SMS/email. If so, you will need to make a follow up appointment after any test is ordered. We prefer you not to use your work email for contact as it is owned by your employer and is not private or confidential. It will be used if you give it.**

Doctors also use the HotDoc app to send SMS/email to contact you regarding messages from the doctors, results recalls, appointment reminders, reminders of care due, health information, and advising of available services. If you don't wish to receive these communications, please notify our receptionists. However, these are very useful services and doctors like to use them to enhance patient care. Please visit the [HotDoc website](#) to view their privacy policy.

**Our general email is not encrypted, and may be stored overseas so confidentiality cannot be assured. Please do not contact or correspond with us via email if you do not accept this situation.**



## VACCINES

- Cholera (Dukoral)
- Diphtheria/Tetanus/Whooping Cough
- Diphtheria/Tetanus/Whooping Cough +/-Polio
- Diphtheria/Tetanus
- Hepatitis A
- Hepatitis B
- Hepatitis A & B combined (Twinrix)
- Yellow Fever (Stamaril)
- Q fever (skin test)
- MMR (Priorix) (Measles, Mumps, Rubella)
- Japanese Encephalitis (Imojev)
- Polio (Poliomyelitis) (Ipol)
- Rabies (Merieux/Rabipur)
- Typhoid (Typhim IV/Typhex)
- Typhoid & Hepatitis A combined (Vivaxim)
- Varicella (Varilrix / Varivax)
- HPV – Gardasil 9 (up to 45 years)
- Meningococcal (Acwy/Menactra/Menveo)
- Pneumococcal (Pneumovax) (Over 70)
- Zostavax (Shingles)
- COVID vaccines – we have all COVID vaccines available
- Flu vaccines

## WHY DO DOCTORS RUN LATE?



Doctors run late because:

- Patients arrive late for their appointments
- Patients don't book enough time for their health issues
- Patients have medical emergencies
- Consultations are interrupted by phone calls
- Epidemics occur

As you can see, the doctors have no control over these factors. We can't control for epidemics and emergencies, but your assistance with the other factors will help us to run on time.

## WHAT CAN YOU DO TO MINIMISE WAITING TIMES?

- The most important thing you can do is book sufficient time for your health problem. This, and late arrivals, are the main reasons doctors run late. If you book a longer appointment but don't need the full length of time, your doctor will adjust your billing.
- Arrive on time, pre-register before coming or arrive early with extra time for processing at the front desk. If you are late and someone else is early, they will go in to be seen before you, which will delay your appointment. Please let the receptionist know if you are here for a breathing test, ECG, or pregnancy test so that tests can get underway while awaiting your appointment with the doctor.
- Ring well in advance if you can't make your appointment. This allows us to allot an urgent appointment to an actual space and not be forced to squeeze one in where there are none free, thus delaying following appointments. It also saves you being charged the non-cancellation fee!
- Book ahead – Don't leave it until the last minute.
- Book a minimum of 20 minutes for life crisis situations, complex problems, women's health problems involving bleeding, pain without an obvious diagnosis, or tiredness and headaches.

- Be realistic in your expectations and be aware that delays are possible when we are dealing with people's lives. Factor this into your expected time away from work. (It is unrealistic to expect to be seen within a 15 minute coffee break or just before your bus leaves—this is a recipe for disappointment!)
- Book the very first appointment in the morning or the first appointment after lunch as these have the least potential to be delayed by emergencies.
- If you phone us for an estimated wait time, it will be a rough estimate only as waiting times vary minute by minute.
- Come on rainy days and Wednesdays—they are always quieter.
- Avoid short weeks and the day after a public holiday—they are always very busy.

## STAYING ALIVE PROGRAM

### Predicting your health future



Family history is the best predictor of your future health risk issues. You share 50% of each of your parents' genes and 25% of your grandparents' genes.

Diseases in your family tree take account not only of genes, but environmental influences as well.

Genetic testing for susceptibility to various diseases is available. The current ones we use are for cardiovascular disease risks (heart attacks and strokes) and cancer risks. This testing advises if there are increased risks due to faulty genes. Remember, having some dodgy genes is normal—the important thing is to take action to mitigate your long-term risks. Biology is not destiny!

Knowing we have a variant that has an association with a disease can be a powerful motivating factor to encourage change. In others this information will be ignored.

We do recognise this is very much a new frontier.



However, when gene testing is combined with thorough family history, assessment of current risk factors, realistic appraisal of the genetic information's contribution to risk, and health education, we can sharply focus our patient's attention on their relevant health risks and hopefully encourage healthy choices and changes.

**DOCTORS ARRANGE TOP TO TOE SCREENING FOR CANCERS AND DISEASES TO DETECT THEM AT AN EARLY AND CURABLE STAGE. (NON MEDICARE)**

Make an appointment today for your Staying Alive Program and take control of your future.

Phone: (07) 3211 1024 and ask to speak to our Manager.

**ATTENTION: ALL COUPLES PLANNING A PREGNANCY**



**TESTING FOR RECESSIVE DISEASES**

Doctors can do Genetic testing for 100 potential recessive diseases prior to a pregnancy is now possible (e.g., cystic fibrosis). Recessive diseases usually show no prior family history and appear "out of the blue" because both parents each carry a gene that requires 2 genes to be present to express the disease and one each can be passed on from each parent who don't have the disease themselves or within their family tree.

The chance that you and your partner are carriers of the same disease is low. In fact, less than 1% of couples who take the test will turn out to be carriers of the same disease. If you fall into this category, your chances of having a child with symptoms of the disease are 1 out of 4. That's a 25% risk with every pregnancy you embark upon together. Based on your personal values, you may wish to consider one of the following family planning options:

Prepare for birth, prenatal diagnosis, Fertility treatment, Change of plans.

Both partners will need to be tested.

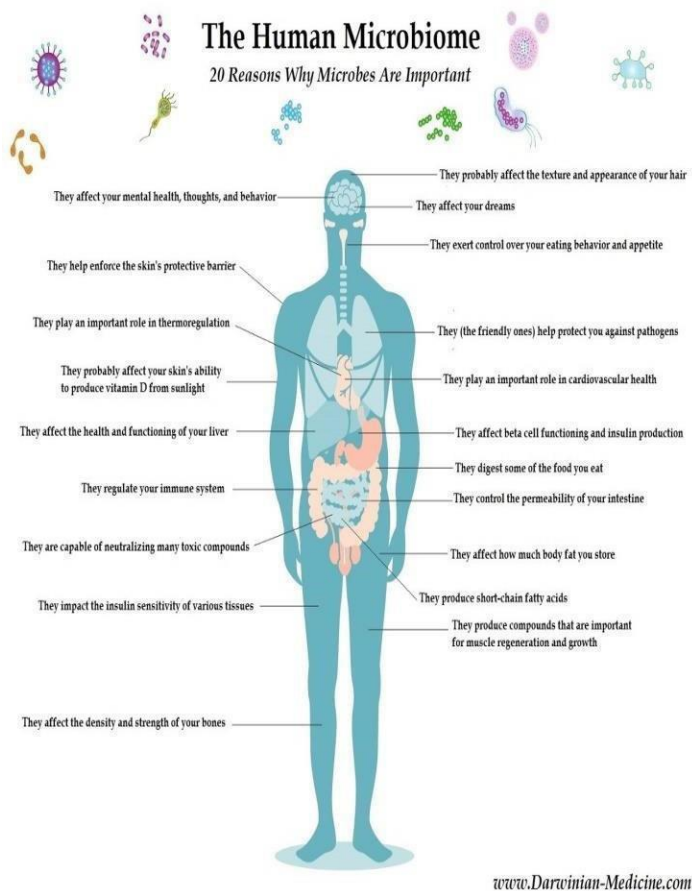
**ALL MEDICALS AND PHYSICALS**

**Check in on LOWER GROUND Floor, Manor Apartments**

**Phone: (07) 3211 1024**

A FULL RANGE OF HEALTH SERVICES TO COMPANIES AND INDIVIDUALS

- Pre-Employment Medicals
- Diving Medicals
- Commercial Drivers Medicals
- Dangerous Goods Medicals
- Transport Workers Medicals
- Executive Medicals
- PNG Medicals
- Rail CAT 1, 2, 3 Medicals
- Coal Board Medicals
- Respiratory Health surveillance medicals
- Vaccinations
- Personalised Travel Advice Information and Vaccinations
- Pathology Blood Collection onsite
- Drug and Alcohol Testing – Instant and Laboratory
- Onsite ECG, Blood Pressure, and Holter monitoring
- Onsite Respiratory Function Testing
- Onsite Hearing & Vision Tests
- Full General Practice Services offered at Brisbane City Doctors located on Lower Ground Floor



## MICROBIOME TESTING

This is a new area of medicine that links gut bacteria to many diseases including obesity, rheumatoid arthritis, neurological diseases like Alzheimer's and Parkinson's, irritable bowel, Crohn's disease, anxiety, and depression.

Having healthy gut bacteria can reduce these diseases. Microbiome testing advises you if your biome is a healthy one and, if not, what to do to get it back to a healthier position. Dr McAdam has an interest in this. The test costs about \$350 plus a doctor's visit of \$155 (rebate approx. \$79). Dr Cheong has an interest in this area

## OVERSEAS AID WORK

The centre supports cervical cancer screening in Vanuatu via our involvement in the Australian Cervical Cancer Foundation. The doctors undertake aid work over there.

[www.accf.org.au](http://www.accf.org.au)

Please visit the website to make a tax-deductible donation for Vanuatu. Please also consider leaving a bequest.

Every \$100 donation vaccinates 5 girls against cervical cancer.

Every \$100 screens 10 ladies for cervical cancer.

Be sure you contact the ACCF via [email](#) to donate as the overseas page goes to other countries. You can also call ACCF to inform them that your donation is for Vanuatu.

Proceeds from sales of Entertainment Books also go to the Australian Cervical Cancer Foundation.

