



BRISBANE CITY 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

Email:

reception@BrisbaneCityDoctors.com.au

Nurse@BrisbaneCityDoctors.com.au

ABOUT US

Welcome to BRISBANE CITY DOCTORS

We have a quality accredited comprehensive modern traditional general practice, offering a wide range of services to all age groups for their long-term care.

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 ten years medical training. Doctors also have additional training in various special interest areas to assist our patients with specific health care needs.

All the doctors participate in 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 our website to find out more about us.

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

We take the quality of care we offer our patients very seriously, so all our systems and processes are

designed to ensure you receive the best quality care available.

PLEASE BOOK ONLINE

IT HELPS OUR STAFF STAY SANE BY REDUCING PHONE LOAD

AGPAL ACCREDITED PRACTICE

Manager Contact:

manager@BrisbaneCityDoctors.co

m.au **Admin Practice**

Coordinator: Annie **Admin 2IC-**
Lisa

Admin: Will, Rosie, Jessica, Kristy, Holly

Nurses: Lee , Fallon,Holly, Kristy

Medical Director: Dr Margaret McAdam
MBBS FRACGP MBA GAICD Grad Cert
Appl Clin Genetics

SURGERY HOURS

Monday – Friday	7 am – 6 pm-
	(NO BULKBILLING BEFORE 8AM AND AFTER 4PM)
	(last appointment 5:40pm)
Saturday	9 am – 1 pm
	(last appointment 12.30pm) (NO BULKBILLING ON SATS)
Sunday/Public Holidays	CLOSED



THE DOCTORS

Dr Pav Chopra	MBBS, DRCOG, MRCGP (UK), FRACGP ABN: 59070232123
Usual Consulting Days	Monday - Friday 8 AM - 4 PM Between 5-6 PM for Telehealth
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)*Bulk Billing* Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctor's discretion.</p>
Special Interests	General Consultations, Men's Health and Travel Advice, Company Medicals
Dr Michael Edwards	MBBS, FRACGP, BPhy ABN: 66956859062
Usual Consulting Days	Monday, Tuesday, Thursday and Friday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	Men's health, General consultations, Sports / musculoskeletal medicine, Dermatology issues, Sexual health, Erectile dysfunction

Dr Christopher Watson	MBBS, FRACGP ABN: 98974185796
Usual Consulting Days	Monday, Tuesday Thursday and Friday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	Mole Scanning, Skin/Musculoskeletal Problems, Men's Health, Weight Management, skin surgery, skin cancer and melanoma surgery, General consultations
Dr David White	BSc, MBBS, MPH, FRACGP ABN: 88494451258
Usual Consulting Days	Monday, Tuesday, Thursday and Friday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	Mental health care ,General Consultations, Men's Health, Musculoskeletal Medicine, Preventative medicine, sexual health (excluding PEP/PreP), childrens health, iron infusions, ear microsuction, dermatology issues, family planning/preconception advice

Dr Mitchell Evans	B. Biomed, MBBS, FRACGP ABN: 26621883010
Usual Consulting Days	Monday and Wednesday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	Mens health , Skin issues , General Practice , Preventative Health & Wellness , Ear Microsuction , Sports Medicine , Skin Cancer Checks , General consultations
Dr Trang Huynh	MBBS, FRACGP ABN: 91133695480
Usual Consulting Days	Monday, Alternating Tuesday/Wednesday, Thursday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Consultations , Dive Medicals , Woman's Health , Mirena removals , Implanon insertion/removal , Simple Excisions/ Biopsy of skin lesions and cancers .

Dr Angela Sprott	MBBS, FRACGP ABN: 44601380159
Usual Consulting Days	Monday, Tuesday, Wednesday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Consultation and Women's Health
Dr Flora Cheong	MBBS BBiomed sc(Hons) FRACGP FRACGPMBBS ABN: 98344141595
Usual Consulting Days	Tuesday - Friday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$147 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Does not bulkbill</p>
Special Interests	Skin checks, General practice, Women's health, Ear Microsuction, Implanon removal & insertion, General consultations

Dr Emma Bourke	MBBS, FRACGP, DipPaeds ABN: 60154653529
Usual Consulting Days	Tuesday and Thursday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Practice and Women's Health, Paediatrics, Implanon removal & insertions
Dr Kalyani Komzak	MBBS, FRACGP ABN: 81906128488
Usual Consulting Days	Monday Wednesday, Thursday ,Friday - 8 AM -4 PM
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Bulk Billing Bulk billing on site appointments for standard consultations are available for concession card holders, pensioners, children under 16 years, or full time students with a student card , during the hours of 10-11am and 2-4pm Monday to Friday, with some of our doctors. Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	Implanon removal & insertions, Mirena removal, Ear microsuction, Skin issues, skin cancer checks including mole scanning, Medicinal cannabis, Womens Health, General Practice

Dr Jan Casey	MBBS, RACGP, BA SocSc (Dist), Psych ABN: 49860994977
Usual Consulting Days	Monday, Wednesday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Limited bulkbilling</p> <p>Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Practice, Women's Health, Mental Health and Travel advice
Dr Loretta Deuble	MBBS (HON), Bmedsci, FRACGP ABN: 26847302651
Usual Consulting Days	Monday – Friday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Limited Bulk Billing</p> <p>Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Practice and Women's Health

Dr Jacqueline Kelly	MBBS, FRACGP ABN: 18153972331
Usual Consulting Days	Tuesday
Billing Policy	<p>Telehealth Telehealth phone/video appointments are charged at 10min Telehealth: \$72-\$84 (rebate \$38.75) (depends on time , complexity and number of issues discussed) 20min Telehealth: \$105 -\$125 (rebate \$75.05). Note: Medicare rebate for Telehealth is only available if you have been seen by one of our doctors within the past 12 months.</p> <p>Onsite Appointments Standard Consultation (10mins): \$68 to \$84 (rebate \$38.75) Long Consultation (20mins): \$147 (rebate \$75.05)</p> <p>After Hours (Before 8am): 10mins \$97 (rebate \$50.80) 20mins \$158 (rebate \$85.30)</p> <p>Saturday 10mins \$97 (rebate(\$38.75) 20mins \$158 (rebate \$75.05)</p> <p>Limited Bulk Billing</p> <p>Note: There is strictly no bulk billing on Saturdays or during after hours. All bulk billing is at doctors discretion.</p>
Special Interests	General Practice, Skin Cancer Checks/ Excisions, Women's Health, Travel Medicine, Musculoskeletal and Sports Medicine, Mirena consults and removal

BILLING

We are a mixed billing practice. All private consultations are to be paid in full on the day. Medicare returns their portion same day if you have your bank account registered with them.

We bulkbill most appointments for HCC holders, pensioners and children under 16 and fulltime domestic students with a student card on presentation. Full Skin checks (20mins) and excisions are not bulkbilled. Long women's health appts are not bulkbilled but a standard pap only appointment is for a number of Drs (Sprott and Komzak). Consult our website for fees details for the different doctors.

BULK BILLING CRITERIA

We have a booking system, which will help minimise waiting times. We need your help to ensure it's a success.

We bulkbill patients who meet any one of the following criteria:

- Telehealth appointments are bulkbilled if you are under 16, have a HCC or pensioner card, and have a Medicare card or are a FT domestic student with a

student card (except before 8 am, after 4pm and on weekends)

Other standard telehealth appointments are private billed \$72-\$84 (rebate \$38.70).

On site appts are bulkbilled: \$68-\$84 for Std appt (rebate \$38.75) and \$120-\$147(rebate \$75.95) for long appt

- As a general rule, if you are a Brisbane Resident and you are a Commonwealth Concession Card Holder or Health Care Card Holder or are under 16 or a FT domestic student with a student card. However, refer to the individual Doctor's billing page for details.
- Exceptions are that the annual full women's health check is not bulkbilled (30min appt) but a standard pap only 10 min appointment will be for those in this category as a general rule but check on booking for the Dr you are booking with.
- For HCC, pensioners a "Check a spot" standard appointment can be bulkbilled but a full head to toe skin check (20mins) is not. Excisions, Full molescans, visits (20 mins), and home visits are private billed.
- All WorkCover appointments must be paid on the day and patients seek reimbursement. We do not bill direct to WorkCover

For those who do not meet the above criteria, you are considered a *private patient*. You will need to pay for the appointment first and claim back from Medicare.

APPOINTMENT LENGTH AND FEES

It is important that you request the time you need to ensure the Dr can do a good job. Too little time places them under pressure.

Default is 10 mins unless you request longer

- 10-minute appointment
- 20-minute appointment
- Longer than 20-minute appointments are available on request at time of booking, but they are not bulkbilled for anyone. Please ask for the length of appointment you want when you book. If you are unsure, ask our receptionists.
- Medicals must be booked with advance notice and you are required to be here 15 minutes before the doctor needs to see you. If you arrive late the medical may need to be cancelled.
- There is a cancellation fee if you do not arrive for the appt or are so late it has to be cancelled.

PRIVATE PATIENT FEES

- Standard \$84
- Longer \$147
- Extra-long \$220

If you do not specify a length of 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 again if there is not enough time to properly manage your health complaint in one appointment.

If you are late for your appointment, you may have to rebook your appointment at another time. Otherwise you will delay every appointment after you which is unfair to our other patients who are busy working people on tight time schedules.

If you wish to make a 10 min appointment you need to understand there is no time in these brief appointments for more than one simple obvious diagnosis problem to be discussed and you may be required to make another appointment at a later date if you have not booked enough time.

Two 10-minute problems = a 20-minute appt.

An appt where the diagnosis is not obvious and involves pain or tiredness or mood changes- will be 20 min

Typical 10-minute appointments (\$84.00)

- Urine infection
- Rash
- Skin infections
- Sports injury

- Vaginal discharge
- Pregnancy tests
- Ear infection
- Morning after pill
- Sore eye or ear
- Blood pressure check
- STD check
- Ear infection
- Minor injuries

Infection

- s Breast check (no pap)
- Pap alone (suits young healthy women under 35)
- Upper respiratory tract infection
- Simple results discussion

Typical 20-minute appointments (\$147.00) +

- Menopause counselling
- Asthma review with breathing tests
- New patient starting on pill
- Cervical screening test and breast check
- Travel advice
- Counselling
- 6 week check up after baby born
- Baby check at 6 weeks old
- Excisions
- Multiple minor problems
- Depression/mood problems
- Child vaccination and growth checks
- Mental Health appointments
- Mental Health Plans \$180
- Care plan appointments
- 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 anyone over 35 years) with pap, breasts, BP and discussion
- NOTE: ALL LOWER ABDOMINAL PAIN IN FEMALES / VAGINAL BLEEDING APPTS REQUIRE A CERVICAL SCREENING TEST AND 20 MIN APPTS**

Typical 30 mins appointments (\$220.00) +

- 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

We offer longer appointments on request. These are not bulk billed appointments and are billed at 30 mins
\$220, 40 mins \$295.

FORM FILLING FEE

Any certificate or form that is filled in outside of a consultation attracts a fee. Price varies from \$25-\$100 depending on the form.



Note: If buying vaccines at the chemist please purchase private vaccines immediately prior to consultation and hand it over to the receptionist at the time of arrival to refrigerate.

ACCIDENTS AND EMERGENCY

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

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

MEDICAL CERTIFICATES

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.

NEW HOT DOC ONLINE BOOKING

Log on to www.brisbanecitydoctors.com.au to book online.

Soon changing this to Automated online booking

Waiting Time Management. Hot Docs will also, if you have **downloaded their app** and **turned on notifications**, notify you on arrival of your likely time to be next patient in. If you are really keen, you can phone the surgery 30mins ahead, ask staff to register you as arrived, and you will be notified at work when you are the next patient.

So as long as you can get here within a few minutes, you can walk in 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.

Hot Doc online service is available for our current patients who are interested in requesting prescriptions and referrals online.

TO REQUEST PRESCRIPTION ONLINE

Modern medications are potent and can lead to harmful side effects if taken inappropriately. It is important you be regularly reviewed while on medication to check for any possible side effects, to receive updates on whether it is still the best one for your condition and to remind you about interactions or new side effects warning with any other medication you may be taking.

This practice does not prescribe narcotics or drugs of addiction.

Visit www.brisbanecitydoctors.com.au and book a telehealth appt. These are billed \$65 if no other issues addressed.(may be \$72-\$84 if other issues addressed)

Please read our Prescription guidelines below before requesting repeat prescriptions.

Important Note: Doctors can decline your request for online prescription if you have not been seen for 6 months or more or we have never prescribed the medication for you in the past. In these cases, repeat prescriptions will not be issued without a visit to the doctor.

Scripts for antidepressants, opiates, sleeping tablets with addictive potential will not be given without a face to face appointment. Pill scripts when pap is overdue will only have a couple of months script provided and will require a visit after that.



REPEAT PRESCRIPTIONS



TO REQUEST REFERRALS ONLINE

Make a telehealth appt online. These will be billed at \$65 if no other issues discussed at the appt or bulkbilled if you have HCC or pensioner card. Can increase to \$84 if other items discussed. Rebate \$38.75

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

Note: Please refer to our referral guidelines below before requesting referrals online.

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. 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 has your latest up to date information.

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 before your visit.

Medicare has advised that phone calls from the specialists' rooms on the day of consultation are not acceptable. 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. Provision of a referral usually requires a visit to the doctor to ensure all information is current and relevant. Any request online will be only accepted if you have been seen in the previous 6 months and there is no further preventive care due.

PARKING

The closest parking is available at either Post Office Square, Wintergarden, Central Plaza 1 or Macarthur Central. If you go to Secure a park, there is discounted parking you can buy on "secure a park" before you come 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 and you consent to them being present throughout and can talk freely with them there.

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 - always take them with you. **Never assume a Dr has seen your result. 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.**



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 and results cannot be interpreted without knowledge of your full history. Therefore, obtaining results will require a visit to your doctor unless they have said otherwise. Valuable

information may be lost if you change doctors frequently.

So wherever possible, make all of 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 present to the treating doctor.

If you also see another Dr elsewhere, ask for results and information to also be sent here, so we keep a full history on you. Fragmented care can lead to lesser quality care.

COMPLAINTS AND SUGGESTIONS

We constantly strive to give you the best possible care and attention. We 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 practice manager on duty.

Alternatively, you can put your concerns in writing to the Practice Manager at manager@brisbanecitydoctors.com.au. It will be fully investigated, and appropriate action taken, and you will be kept informed.

Or alternatively you can lodge your complaint to the Office of Health Ombudsman.

If you are not satisfied with our response you are entitled to contact the Office of the Australian Information Commissioner, by phoning 1300 363 992 or writing to the Director of Complaints, Office of the Australian Information Commissioner, GPO Box 5218, Sydney NSW 1042.

STAFF POLICY

We value our staff who have a very difficult task juggling the needs of doctors, patients and ringing phones. Your patience is appreciated. As employers we are obligated to provide a safe workplace for our staff. Patients who verbally abuse or threaten our staff will be asked to leave the practice and seek their care elsewhere. Our reception staff are not clinically trained and as such are not permitted to give results. These enquires go to your doctor by email reception@brisbanecitydoctors.com.au or nurse@brisbanecitydoctors.com.au. This is not suitable for urgent enquires. Please phone for those.



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 on- site consultation, or a telephone query with you via a telehealth appointment.

If you want to send a message to the Dr please email reception@brisbanecitydoctors.com.au rather than call as the phones are very busy.

Please indicate if you call is urgent If you feel you have a serious problem that requires immediate attention and indicate this to staff. One of the staff will speak with the nurse/doctor or the ambulance service if necessary.

Results messages will generally come via sms message to you. Doctors don't ask patients to return if everything is normal and there is no further follow up required. So, if you have been asked to return for results it's because there is further follow up required. Remember diagnosis is a step by step process and you need to know next steps to ensure your problem is followed through to completion.

OUR TELEPHONE SYSTEM

The phones are busiest in the mornings, so unless it's absolutely necessary, ring after 2pm for non-

urgent matters. Or better still email them so they can attend at their least busy time. If in case of a medical emergency, simply hang up and dial 000 to speak with ambulance services.

EMAIL

Email is only checked a couple of times a day. It is suitable only for general inquires and is not for urgent or same day queries. Do not use for appointment bookings or cancellations on the same day.

Book online on our website to take pressure off staff with phone calls where you can.

Medical queries are best dealt with by consultation or Telehealth appts.

Our admin email is not encrypted which means it could be intercepted and read by others external to the surgery, thus we will not discuss medical information via email, it is for general enquiry only.

TEST RESULTS



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

You must return to provide a failsafe way to ensure your results are seen and acted upon by a doctor.

Test results are reviewed by your doctor. If the doctor has already asked you to return for results discussion, please just make an appointment since the reason you will have been asked to return is that further discussion and follow up will be required, no matter what the results are and this cannot be done over the phone.

If it is impossible for you to return you have the option of a telehealth appt.

For confidentiality reasons receptionists cannot give any results to patients at the front desk or over the

phone. If you have tests done ask the Dr when and how to receive your results at the consultation.

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 were most in need of our help.

We have introduced a \$20 cancellation fee for a standard consultation for those who fail to notify us in advance (on more than one occasion) and \$40 for a missed appointment. This is to signal to our patients that cancellation of appointments is important in this practice. Bulkbill patients will not be bulkbilled in future if they fail to cancel on more than one occasion.

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

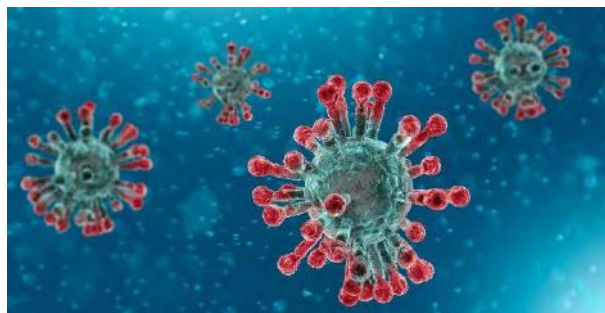
If you give the receptionist an idea of what the problem is, they will try their best to fit you in. Urgent appointments will always be seen if you indicate this when you call or a referral to an appropriate centre will be arranged.

INFECTIOUS DISEASES

YOU MUST NOT COME TO THE PRACTICE WITH COLD OR FLU OR "HAYFEVER" SYMPTOMS .

Book a telehealth appt so a backdoor testing for covid can occur (Drs Watson, Komzak)

If you feel your illness could be infectious to others eg. Flu, measles, German measles, chicken pox, tell the receptionists so a private waiting area may be provided. Masks will be provided as well as sanitized hand gel



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

- Inform receptionist if you have travelled overseas or have been exposed to a family member or friend that returned from overseas and may suspect that they have the cold or flu or Covid.
- Cover your mouth and nose when you cough or 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
- Ask for a mask at chemist at the entry to the building to protect other patients around you (\$1.50)
- Stay home from work! Self isolate

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 be done by a receptionist before, the increase in complexity the legislation brings means now a doctor must do them. The privacy legislation allows for an administration fee to be charged in recognition of this increased complexity.

We are happy to transfer care over to your new doctor and send a summary and there is a fee of \$40 (plus \$15 registered post fee to ensure your privacy and your records are delivered to you or your nominated doctor if that method of delivery is requested) or \$100 for full records. Or electronic transmission is also possible and we don't charge the postage fee then). However, if you see your Dr and book a transfer of records appointment, we will bulkbill that and give you copies of needed items to take with you (book a transfer of records appointment).

A signed release form and photo identification with your signature should accompany any request for transfer from the patient to their continuing care doctor. (Form available here or on our website or at your new doctor).

Requests will take a maximum 1 month to process. Patients who choose to pick up a copy of their medical records or sent to them personally must show proof of their identity and it must be the person requesting the records. Doctors prefer to have a bulkbilled telehealth appointment to interpret their findings to you as they

will not have the reassurance another Doctor will view them soon and so need to be sure you know all appropriate follow up care that is needed.

HOME VISITS

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

Requests are best made before 10am. Home visits are not bulkbilled. They are billed at AMA rates - ask reception for costs. Or if preferred a medical transport car or ambulance transport can be arranged to bring you in to be seen at next available appointment. This way we can see you faster.

After Hours

As our patients come from all over Brisbane, we have included as many options as possible for after-hours care.

We have an alternative number available to our regular patients to contact one of our GP's after hours. The number is listed on our business card and after-hours telephone message.

- The surgery also has arrangements with the following Emergency Centres. The private emergency centres have experienced doctors and offer quality efficient service.
- Wesley Emergency Centre Auchenflower Ph: 32327333
- St Andrews Priority Emergency Centre Central City Ph: 38344455
- Greenslopes Private Emergency Centre Greenslopes Ph: 3394 7111
- Mater Private Emergency Centres South Brisbane Ph 3840 1000
- Or alternatively phone 13 Health and ask for the nearest 24hr Medical Centre or nearest locum medical service for Home Visits in your area

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



Outside Practice Hours

We have a designated telephone number available to our regular patients so they can contact one of our GPs when the practice is not open.

The number is listed on our business card and in our telephone message which is activated at these times. This service is not available to non-patients of the practice. The surgery also has arrangements with the following Emergency Centres. The private emergency centres have experienced doctors and offer quality efficient service.

- Wesley Emergency Centre Auchenflower Ph: 32327333
- St Andrews Priority Emergency Centre Central City Ph: 38344455
- Greenslopes Private Emergency Centre Greenslopes Ph: 3394 7111
- Mater Private Emergency Centres South Brisbane Ph 3840 1000
- Or alternatively phone 13 Health and ask for the nearest 24hr Medical Centre or nearest locum medical service for Home Visits in your area.

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

ONSITE PATHOLOGY SERVICES

Sullivan Nicolaidis Pathology (on ground floor) Ph: 3210 2180

Citiscan Radiology and Ultrasound, 141

Queen St Ph:3035 3700

SERVICES AVAILABLE AT BRISBANE CITY DOCTORS

- 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, removal of IUD.
- Osteoporosis checks. Hormone replacement and other menopause therapy.
- Psychological support and mental health plans
- Men's health, prostate checks, impotence problems.
- Heart Health Checks from age 40 annually.
- Travel vaccinations – we are online to Travax the international travel advisers. A printed travel advice report is given to every patient.
- Children's growth and development check 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, insurance.
- Diving medicals (Dr Huynh)
- Executive medicals. Preventive health checks.
- Heart Health checks (bulk billed for the over 40's and earn under \$40,000).
- Cancer screening if symptoms.
- Skin cancer checks using handheld microscopes and molescanning machines.
- Lung function testing.
- Hearing tests.
- Mole Scanning Appointments (computerised).
- Workers compensation and workplace visits.
- Smoking cessation.
- 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. Drug and alcohol testing.
- Weight Management
- Erectile dysfunction treatments
- Cosmetic clinic
- Ear suction for wax and infection
- **STAYING ALIVE** program for the over 40's. This is not a medical examination (but can be combined with a full medical) but a review of all family history. We look at risk factors in lifestyle and occupational history and preventive genetic testing is available if you want to check for increased tendencies to cardiovascular diseases and cancers. Additional full body screening for cancers and diseases using latest technology to detect any cancers very early so they are treatable/curable. \$295 for appointment to develop a personalised screening program. Investigations are extra
- **Genetics Testing** for prenatal pregnancy planning for couples to exclude hidden genetic disease in their offspring. Some diseases will only show when the couples 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 and special diets advised to get the Microbiome back in balance. Disordered gut biome is thought to be responsible for increased heart disease, depression and anxiety, Rheumatoid arthritis, obesity and many more
- **Heart Health Checks** - Medicare will now allow everyone to have one of these every year from age 45 (earlier if early family history)
- **Photomodulation** laser treatment for musculoskeletal injuries and chronic pain. The latest in this technology where the body's immune systems are triggered to heal themselves. Appointments after the first one are bulkbilled.



2. These appointments are NOT BULKBILLED due to their time and complexity.

PRIVACY

We follow the Privacy Act guidelines.

For further information, please see our privacy policy on our website.

RECALL AND REMINDER SYSTEM

There are many reasons why our practice coordinates a structured recall (for important follow up) and reminder system (for routine follow up). In the first instance, it provides patients with the safety and comfort of knowing that their doctor is monitoring their health from a distance by issuing 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 do not assume you will be sent a reminder. Have your own system in place e.g.: diary to remind you of when your visits and follow up are due.

There is a duty to have a recall system for **abnormal results. You will normally receive an SMS message for review after your results come in if you have approved contact by sms.** However, it's your duty and responsibility to keep your contact details and emergency contacts up to date with us at all times. Please give permission to note in your file we can contact you via SMS. We use SMS recall reminders so you will not receive them if you have not informed us of any changes so diarize when important follow up is required.

We use the Hotdoc app to send SMS to contact you re messages from the doctors for you, results recalls, appt reminders, reminders re care due, SMS/emails for sending health information and advising re services available. If you don't wish to receive these notify the receptionists but they are very useful services and Drs like to use them for patient care. Please visit the Hotdoc site for their privacy and security policy

PATIENT RIGHTS

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

We encourage patients to self-identify cultural background (e.g. Aboriginal and Torres Strait Islander self identification) on their 'new patient registration form' and this information is 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 and update any changes.

Our practice provides a health service that accommodates a diverse multicultural population including those with disability.

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 also not be appropriate for a family member or friend to translate.

Our practice encourages 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. Make a longer appointment to accommodate interpreting time (min 20 mins).



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/Typherix)
- Typhoid & hepatitis A combined (Vivaxim)
- Varicella (Varilrix / Varivax)
- HPV – Gardasil 9 (up to 45 years)
- Meningococcal (Acwy/Menactra/Menveo)
- Pneumococcal (Pneumovax)
- Zostavax (Shingles)

WHY DO DOCTORS RUN LATE?



Doctors run late because Patients:

- Arrive late for appointments

- Don't book enough time for the problem they have come with
- Have medical emergencies
- Consultations are interrupted by phone calls
- Epidemics occur

As you can see, the doctors aren't in control of any of 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 YOU CAN DO TO MINIMISE WAITING TIMES?

- The most important thing you can do is book enough time for your health problem. This is the prime reason Drs run late and late arrival for appts. If you don't need a longer appt and you have booked it DRs will adjust billing. Receptionists
- Arrive on time, with time for processing at front desk. If you are late and someone else is early, they will go in before you and delay your appt. Let receptionist know if you are here for breathing test, ECG, pregnancy test so tests can get underway while awaiting your appointment with the doctor
- If returning for an X-ray result or Travel Advice reply, ask for it at front desk and bring it travel report with you to the consultation
- Ring well in advance if you can't make your appointment. This allows us to allot an urgent appt to a true space and not have to fit it in where there is no space and thus delay appts after it. It also helps to maintain bulkbilling as long as possible since every unfilled appt causes a loss to the practice. It also saves you being charged the non-cancellation fee!
- Book ahead, don't leave it till the last minute.
- Book a minimum 20 mins for a life crisis situation or a complex problem or women's health problem involving bleeding or a pain without an obvious diagnosis
- Be realistic in your expectations and aware a delay is possible when we are dealing with people's lives. Factor this into your expected time out of work. (It is unrealistic to expect to be seen in a 15-min coffee break or just before your bus leaves- this is a recipe for disappointment!)
- Book first appointment after lunch or in the morning as these have the least potential to be delayed by emergencies

- If you phone for an estimate wait time, it will be rough 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 parent’s genes and 25 % of your grandparents. 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 one we use is 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 change. In others this information will be ignored.

We do recognise this is very much a new frontier and a “watch this space”

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 patients attention on their relevant health risks and hopefully motivate change.

WE ARRANGE TOP TO TOE SCREENING FOR CANCERS AND DISEASES TO DETECT THEM AT AN EARLY AND CURABLE STAGE.

Make an appointment today for your Staying Alive Program and take control of your future. Phone 3211 1024 and speak to the Manager.

ATTENTION: ALL COUPLES PLANNING A PREGNANCY



TESTING FOR RECESSIVE DISEASES

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 the two parents each carry a gene that requires 2 genes to be present to express disease and one each can be passed on from each parent who don't have the disease themselves or in 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 consider one of the following family planning options:

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

Both partners need to be tested.

ALL MEDICALS AND PHYSICALS

Ground Floor Manor

Apartments PH 32111024

WE OFFER A FULL RANGE OF HEALTH SERVICES TO COMPANIES AND INDIVIDUALS

Including:

- Pre-Employment Medicals
- Diving Medicals
- Commercial Drivers Medicals
- Dangerous Goods Medicals
- Transport Workers Medicals

- Executive Medicals
- PNG medicals
- Coal Board Medicals
- On site or at Workplace Vaccinations
- Nurse Health Screening Checks at the
- Personalize Travel advice information and
- Pathology Blood Collection On Site
- Drug and Alcohol Testing – Instant and Laboratory
- On Site ECG , Blood Pressure and Holter monitoring
- On Site respiratory function testing
- On Site hearing & vision tests
- Full General Practice Services offered at the associated Brisbane City Doctors located on

Having health bacteria can reduce these diseases. So, the testing advises you if your biome is a healthy one and if not what to do to get it back to a healthier position

OVERSEAS AID WORK

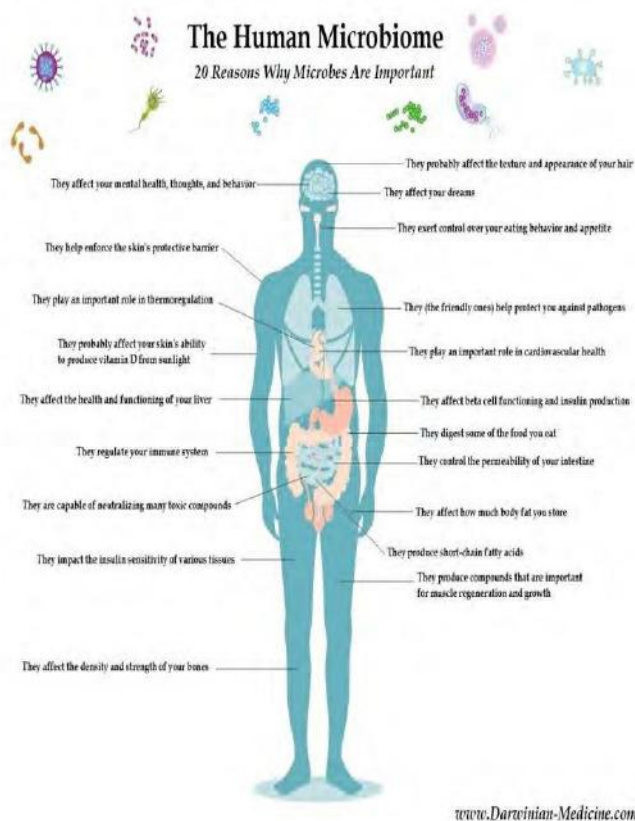
Our practice supports cervical cancer screening in Vanuatu via our involvement in Australian Cervical Cancer Foundation.

www.accf.org.au

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

\$100 donation vaccinates 5 girls against cervical cancer. Every \$100 screens 10 ladies for cervical cancer. Be sure you go to the everyday hero page to donate as the overseas page goes to other countries. Call ACCF to say the donation is for Vanuatu

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



MICROBIOME TESTING

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