

## GENERAL PRACTITIONERS

### Priority Health Group

Dr Shashi Varsani  
Dr Robert Long  
Dr Brad Spencer  
Dr David Cheu  
Dr Khairun Nahar  
Dr Janki Hirani

### ALLIED HEALTH PROVIDER

Katrina English – Psychologist

### PRACTICE MANAGER

Daman Takkar

## GP SERVICES

General medical care, which includes check-ups, family planning, pap smears, pregnancy tests, ECG, heart check, counselling, vaccinations, care planning and other health assessments for chronic disease, sports medicine, aged care facility visits, skin checks, occupational health and travel medicine.

## DERMDOCTOR SKIN CANCER CLINIC SERVICES

### Surgical treatment

Cosmetic mole removal with Surgitron, skin cancer management including excisions, flaps, grafts and cryotherapy.

### Light Treatments:

- ❖ For solar damaged skin, sunspots and some skin cancers
- ❖ Metvix day light and conventional photodynamic treatment

## ALLIED HEALTH SERVICES

PSYCHOLOGY – Katrina English provides health-related and general psychological services at Priority Health Group.

## APPOINTMENTS

Please phone **07 49107800** for an appointment. We encourage you to ask for your preferred time and doctor, alternatively you can also book online via our websites [www.priorityhealthgroup.com.au](http://www.priorityhealthgroup.com.au); [www.dermdoc.com.au](http://www.dermdoc.com.au) or through the HotDoc Online App.

Walk-in Patients are accommodated where possible, we encourage that patients pre-book appointments.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

Standard appointments are 10 minutes. If you think you will need more than 10 minutes, have a list of issues to discuss or have forms which require completion by the doctor, please ask for a double appointment.

Each appointment is for one person. If you have other family members who require medical care, please make a separate appointment for them.

Please let us know if you or a family member requires an interpreter service or if they have any hearing or speech impairment service.

## HOME VISIT

Doctors in our practice have the discretion to make home and nursing home visits, according to clinical and patient needs providing it is safe to do so.

## PRACTICE FEES

Priority Health Group & Emerald Surgery is a mixed billing practice and payment is required on the day of service. Out of pocket fees are displayed at reception. If you are having financial difficulties please discuss this with our Practice Manager.

We provide Easy Claiming Medicare services within the Practice.

## Cancellation & DNA Policy

As a courtesy to our staff and other patients, we appreciate you notifying us at least 2 hours before your appointment time if you no longer need or would like to re-schedule your appointment.

If a patient fails to attend, in accordance to our "Did Not Attend" policy. We reserve the right to levy non-attendance fee as follows:

- ❖ **\$50** for Standard appointments
- ❖ **\$100** for Skin Check & long appointments

## PRACTICE WEBSITE

Priority Health Group & Emerald Surgery has a website where you can access Practice information including services available, Doctor profiles, opening hours and appointment booking. Our Website is [www.priorityhealthgroup.com.au](http://www.priorityhealthgroup.com.au)

## EDUCATION

The Practice is committed to continuing education for current and future doctors. We regularly train students (future Doctors) who can attend consultations. Please advise reception staff and/or your doctor if you do not want a medical student present at your consultation.

Our doctors are very sensitive to the needs of patients and will ask the student to leave the room at any point during your consultation if you are uncomfortable.

## PRIVACY

We have a Privacy Policy which is displayed in our waiting rooms and available from our website

## COMPLAINTS

Priority Health Group & Emerald Surgery is always looking to find ways to improve our service. Please tell us if our service fails to meet your expectations. You may prefer to write to us or to use our suggestion box at reception. You may also email us on:

[feedback@priorityhealthgroup.com.au](mailto:feedback@priorityhealthgroup.com.au)

If you should wish to take your concern further and feel that you need to discuss the matter outside the Practice. You can contact:

Office of Health Ombudsman

Address: PO Box 13281

Brisbane QLD 4003

Ph: 133 646 | E: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

W: <http://www.oho.qld.gov.au>

## MANAGEMENT OF HEALTH INFORMATION

Priority Health Group & Emerald Surgery needs to collect personal information on each patient for the primary purpose of providing quality health care. The Privacy and Security of Personal Information Policy is accessible on the practice website at [www.busbymed.com.au](http://www.busbymed.com.au) and is displayed in both waiting areas of the practice. This personal information collected by the practice may be used for:

- ❖ administrative purposes in running the Practice.
- ❖ billing purposes, including compliance with Medicare Australia requirements
- ❖ disclosure to others involved in your health care, including treating doctors and specialists outside this Practice. This may occur through referral to other Doctors or the medical tests and in the reports or results returned to us following referrals.
- ❖ contacting you for the purposes of recalls, reminders, health and Practice information. This is an optional service and if you do not wish to participate, please notify the reception staff.
- ❖ in-house teaching, Practice Accreditation and provision of information technology.
- ❖ research purposes having all identifiers removed to maintain anonymity.

We would like you to understand:

- ❖ all Practice staff have signed confidentiality agreements as they may need to handle my medical information from time to time
- ❖ the Practice holds personal information securely, whether it be in electronic or hard copy format.
- ❖ the Practice will not disclose personal information to anyone outside Australia without patient consent.
- ❖ the exceptions to disclose without patient consent are where the information is:
- ❖ Required by law

- ❖ Necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- ❖ To assist in locating a missing person
- ❖ To establish, exercise or defend an equitable claim
- ❖ For the purpose of a confidential dispute resolution process
- ❖ access to my medical record requires a written request and an appointment with a Doctor.
- ❖ a copy of a medical record to another clinic or personally may incur a fee. The request for medical history will not be processed until any outstanding accounts are paid in full

## PRACTICE COMMUNICATION POLICY

We aim to communicate with you in a timely, respectful and confidential way:

- ❖ **Telephone** – Contact us during practice hours on 07 4910 7800. Reception will assist or take a message; messages for your doctor or nurse are actioned according to clinical urgency.
- ❖ **Speaking with your doctor** – Our practice can arrange a telehealth appointment for you should you need to speak with your doctor.
- ❖ **Email & SMS** – Used for appointment reminders and general information only – not for urgent matters, and not monitored continuously. We aim to reply to non-urgent messages within two (2) business days. Electronic communication carries privacy and security risks.
- ❖ **Test results** – Please phone during business hours for your results; we will contact you if follow-up is needed. Results are not given by email.
- ❖ **Communication needs** – Please tell us if you require an interpreter or have a hearing or speech impairment. Interpreter services (TIS National) and the National Relay Service are available at no cost to you.



## INFORMATION BROCHURE

**Priority Health Group**  
53 Ruby Street  
Emerald QLD 4720

Ph: **07 4910 7800** | Fax: **07 3040 4434**

**Emerald Surgery**  
46 Ruby Street  
Emerald QLD 4720

Ph: **07 4982 1677** | Fax: **07 3040 4434**

E: [myGP@priorityhealthgroup.com.au](mailto:myGP@priorityhealthgroup.com.au)

W: [www.priorityhealthgroup.com.au](http://www.priorityhealthgroup.com.au)

## PRACTICE HOURS

**Priority Health Group**  
Monday – Friday: 8:00am – 5:30pm  
Saturday & Sunday – Closed

## AFTER HOURS CARE

If there is a need for after hours care, please call our After-Hours number on **07 4910 7803** or present to Emerald Hospital – 69 Hospital Road, Emerald  
**Ph: 07 4987 9400**

**For all emergencies, please call '000'**