

# Practice Information Booklet

At **Priority Health Group (PHG)**, **Emerald Surgery (ES)** and **DermDoctor Skin Cancer Clinic** we strive to provide high quality, patient centered medical care.

<b>Family Practice Details</b>	
<b>Priority Health Group</b> 53 Ruby Street, Emerald QLD 4720 Phone: 07 4910 7800 Fax: 07 3040 4434 Email: <a href="mailto:myGP@priorityhealthgroup.com.au">myGP@priorityhealthgroup.com.au</a> Website: <a href="http://www.priorityhealthgroup.com.au">www.priorityhealthgroup.com.au</a>	<b>Emerald Surgery</b> 46 Ruby Street, Emerald QLD 4720 Phone: 07 4982 1677 Fax: 07 3040 4434 Email: <a href="mailto:myGP@priorityhealthgroup.com.au">myGP@priorityhealthgroup.com.au</a> Website: <a href="http://www.priorityhealthgroup.com.au">www.priorityhealthgroup.com.au</a>
<b>Skin Cancer Clinic Details</b>	
<b>DermDoctor Skin Cancer Clinic</b> Phone: 1300 045 045 Fax: 07 3040 4434 Email: <a href="mailto:mySkin@dermdoctor.com.au">mySkin@dermdoctor.com.au</a> Website: <a href="http://www.dermdoctor.com.au">www.dermdoctor.com.au</a>	

## General Practice services include:

<b>Children's health</b> <ul style="list-style-type: none"> <li>• Health checks</li> <li>• Immunisations</li> </ul>	<b>Men's health</b> <ul style="list-style-type: none"> <li>• Health checks</li> </ul>	<b>Mental health</b> <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Care plans</li> </ul>	<b>Travel</b> <ul style="list-style-type: none"> <li>• Advice</li> <li>• Medicine &amp; vaccinations</li> </ul>
<b>Women's Health</b> <ul style="list-style-type: none"> <li>• Pap Smears</li> <li>• Family Planning</li> <li>• Contraception</li> <li>• Pregnancy shared care</li> </ul>	<b>Seniors health</b> <ul style="list-style-type: none"> <li>• Health checks / assessments</li> <li>• Medication reviews</li> </ul>	<b>Chronic Disease management</b> <ul style="list-style-type: none"> <li>• Assessments</li> <li>• Care plans</li> <li>• Health assessments</li> </ul>	<b>Employment medicals</b> <ul style="list-style-type: none"> <li>• Coal board medicals</li> <li>• Pre-employment medicals</li> <li>• Railway</li> <li>• Emergency services</li> <li>• Others</li> </ul>

## DermDoctor Skin Cancer Clinic services include:

<b>Skin checks</b> <ul style="list-style-type: none"> <li>• Manual Dermoscopy</li> <li>• Latest digital Dermoscopy</li> <li>• Mole surveillance</li> </ul>	<b>Medical Treatment</b> <ul style="list-style-type: none"> <li>• For sun spots</li> <li>• Some skin cancers</li> </ul>
<b>Light Treatment</b> <ul style="list-style-type: none"> <li>• For solar damaged skin, sunspots and some skin cancers</li> <li>• Metvix day light photodynamic treatment</li> <li>• Metvix conventional photodynamic treatment</li> <li>• <b>Surgitron</b>- High frequency radio ablation device for cosmetic treatments and skin lesion removal</li> </ul>	<b>Surgical Treatment</b> <ul style="list-style-type: none"> <li>• Small to advanced skin cancers</li> <li>• Cryotherapy</li> <li>• Curettage and electrodesiccation</li> <li>• Simple elliptical excisions</li> <li>• Flaps</li> <li>• Grafts</li> </ul>

## Opening Hours:

### Priority Health Group & DermDoctor Skin Cancer Clinic:

- Monday to Friday, 8:00am – 5:30pm
- Saturday – Closed
- Sunday – Closed
- Public Holidays – Closed

### After Hours:

- If it is a life-threatening medical emergency, please ring '000' or
- Present to **Emerald Hospital, 69 Hospital Road, Emerald - Ph: 4987 9400**
- For urgent GP after-hours care please ring **(07) 4910 7803**.

### Home Visits:

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. In principle, out of clinic visits would be reserved for:

- patients unable to physically attend the clinic
- Patient emergencies
- In home palliative care
- Visits would be restricted to within a distance of 15km from the practice

Our doctors will schedule regular nursing home visits as the need arises. Most home visits are done during doctor's lunch or after hours. The GP will be accompanied by a nurse when conducting a home visit for safety reasons.

Home visit appointments are made via reception after discussion with the Lead Nurse on duty or after authorisation by the visiting doctor.

If a home visit for whatever reason cannot be arranged, care will be transferred to QAS if clinically indicated or other care providers in Emerald including:

- Hospital in the Home service run by Emerald Hospital
- OzCare

### Appointments:

This practice operates on an appointment system. Appointments can be made in person, by phone or online via our website or the HotDoc app. SMS reminders are available with consent from the patient.

If you feel your appointment may take extra time (such as complex issues, multiple problems, mental health care, special medicals etc.) please discuss this with our receptionist that a longer consultation time can be allocated. Should you be making an appointment for a possible procedure, please do so in person or by phone and advise the receptionist, as there may be different arrangements needed for different times.

If you feel that your condition is urgent and cannot wait for the next available appointment, please discuss this with the Receptionist.

### On Arrival:

When you arrive for a scheduled appointment, please report to the reception, or use the HOTDOC self-check in iPad if attending at PHG. Please advise of any change of address or phone numbers at this time. If you think you are infectious or are too ill or distressed to sit in the waiting room, please advise the Receptionist on arrival.

We ask that you **arrive on time** for your appointment. – if you are more than 10 minutes late, you may be asked to reschedule your appointment, as we strive not to have our Doctors running too late. New patients

must arrive at least **10 minutes** before your appointment time, as we need the extra time to gather required information and input your details into our computer system.

**Did Not Attend (DNA) & Cancellation Policy:**

Please be considerate of our doctor’s schedules and other patients who may need that appointment. If you are unable to attend a booked appointment at the allocated time, please advise the practice at least 2 hours before the scheduled appointment.

When a patient fails to attend a scheduled appointment, our receptionists will call to find out why and will ensure the DNA code is recorded to the patient’s notes. If a patient fails to attend for a second time our receptionist will call to advise patient that the DNA fee will be charged to their account.

In accordance with our “Did Not Attend” (DNA) policy, following fees will apply for non-attendances and cancellations. These fees are non-refundable by Medicare:

- \$50 for Standard appointments
- \$100 for Double appointments & procedural appointments

If this account is not paid, a letter of suspension of service and the outstanding account will be issued and access to all services suspended until account is paid. There may also be the possibility of permanent suspension from the practice at the Doctor’s discretion for repeat offenders.

**Billing Policy:**

- This Family Practice operates a mixed billing policy
- The Skin Cancer Clinic operates a private billing policy
- Full payment is requested at the time of consultation. We process payments through Tyro integrated billing and can offer most patients an instant Medicare claim refund through EFTPOS.
- During your visit if you require the use of our treatment or procedure rooms, additional fees may apply. This is usually charged on a fixed fee or time basis depending on the type and length of treatment required.
- The cost of private vaccines and any medications administered during your visit is charged according to our fee schedule.
- We believe in transparent billing and all out of pocket costs will be discussed with you prior to treatment
- A copy of the current “Consultation Fee Sheet” is displayed at the reception desk.
- If you are in financial difficulty, please discuss your circumstances with our Practice Manager or your doctor.
- If you have any concerns or question about our billing policy, please discuss this with our Practice Manager

**Practice billing policy for a consultation with our doctor’s is as follows:**

<u>Bulk billing</u>	<u>Concession billing</u>	<u>Private billing</u>
<ul style="list-style-type: none"> <li>• Children under 16 years of age (Including Saturday &amp; Sunday)</li> <li>• Pension card holders</li> <li>• DVA card holders</li> <li>• Patients in financial distress</li> </ul>	<ul style="list-style-type: none"> <li>• Senior card holders</li> </ul>	<ul style="list-style-type: none"> <li>• All other patients</li> </ul>

**About Us:**

**General Practitioners**

**Dr Shashi Varsani**

FRACGP, MBBS (Norwich UK), DPDerm (Cardiff, UK), BE (Hons, UQ)

- Dr Varsani completed his Fellowship of the Royal Australian College of General Practitioners (RACGP) with the Emerald Medical Group. He has completed a Postgraduate Diploma in Dermatology through Cardiff University and completed his undergraduate Medical Training in the United Kingdom.
- Dr Varsani is a GP with a special interest in Skin Cancer, Mental Health and Children's Health.
- Prior to medicine he was a Chemical/Process Engineer and has worked for Red Dome Gold Mine in Chillagoe North Queensland, Kvaerner Oil and Gas, North Sea Scotland, and Maunsell Engineering, London.

**Dr Robert Long**  
FRACGP MD

- Dr Long is committed to providing quality healthcare, health promotion, and disease prevention. He is trained in the USA.
- Dr Long is passionate about delivering quality health care to rural communities.
- He has special interest in the area of Chronic Disease Management, Paediatric Care, Women's Health, Anti-Aging and Regenerative Medicine

**Dr Brad Spencer**  
MBBS (Australia)

- Dr Spencer is an Australian trained Doctor who graduated in 2017 from University of Queensland. He has completed 4 years of post-graduate training at the Sunshine Coast University Hospital with further advanced training in Surgery.
- Dr Spencer is GP with a special interest in Skin Cancer, Men's Health and Mental Health.

**Dr David Cheu**  
MBBS (Philippines)

- Dr Cheu with 10 yrs of experience. He has special interest in managing Hypertension, Diabetes and other chronic diseases. He also has special interest in Pediatric and Mental Health

**Dr Khairun Nahar**  
MBBS

- Dr Nahar has strong background working in hospital settings before transitioning to general practice.
- She has a strong interest in preventive health and long-term patient care, supporting individuals with both acute and chronic medical conditions.

**Dr Janki Hirani**  
MBBS

- Dr Janki completed her MBBS in Nairobi, Kenya and is dual qualified to practice in Australia and the UK. She has a background in hospital medicine and a special interest in Women's health and Paediatrics

**Nursing Staff**

- Saru Chifadza RN – Managing Director
- Sue Pippin RN – Nurse Manager – General Practice & Occupational Health
- Mark Faelnar RN – Lead Nurse – General Practice
- Feliz Alutaya RN - Lead Nurse – General Practice
- Arman Siaotong RN – Lead Nurse – General Practice
- Bona Isberto RN – Lead Nurse – General Practice
- Stephanie Echem RN – Lead Nurse – General Practice

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## Business Support Staff

- Daman Takkar Practice Manager
- Rhi Shaw Senior Receptionist
- Alarnah Reward Medicals Co-ordinator
- Dianna Lehmann Receptionist
- Julie Murdoch Receptionist
- Jessica Barravecchio Receptionist

## Communication Policy

At Priority Health Group, Emerald Surgery and DermDoctor Skin Cancer Clinic we consider communication is a key part for patient care and it is our great pleasure to welcome you to our practice.

This Practice is dedicated to the highest standard of professional care for our patients, with an emphasis on long term follow up with the practitioner of your choice. We pride ourselves in our team effort, commitment to efficient service and good communication whilst respecting your confidentiality.

### Email / SMS

Email and SMS are used for appointment reminders, routine administrative matters and general practice information. These channels are not used for urgent or time-critical matters and are not monitored continuously; we aim to respond to routine messages within two (2) business days. Please note that we do not provide information or advice on any medical matters via email.

Please note that our doctors do not consult through emails and we also do not provide information or advice on any medical matters through email. This reason being that there are significant medico-legal issues pertaining to this form of communication, and your privacy cannot be guaranteed, as email is sent unencrypted.

We also do not book appointments by email request - please phone or use our Online booking system.

With your consent we will from time-to-time send out information such flu vaccination, Health information etc. via email. If you wish not to receive this email, please advise our reception staff or Practice Manager.

### Telephone Calls

Due to time constraints, doctors are not able to take non-urgent phone calls during consultations. If you need to contact the doctor, please phone our Practice, the receptionists will take a message and the doctor will endeavour to return your call at their earliest opportunity. If you need to speak with your doctor, the practice can also arrange a telehealth appointment for you.

### 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.

### Requests for Results

We generally advise that you discuss with your Doctor each time tests are requested as to how the results are to be dealt with. It is always a good idea to phone the practice a few days after tests have been performed to check that the result has been received and checked by your Doctor.

- **Histopathology and Excision results** are checked by the Doctor and patients are notified via phone by a Nurse or Doctor usually within 7 days of receiving the results.
- **Test results** – Test results are reviewed by your doctor, the nurse on duty will call to advise the results. If the doctor has already asked you to return for results discussion, please book an appointment.

Our Receptionists are not medically trained and can only convey the message annotated to your results by your Doctor regarding the result. For any discussion of the implications of the result, it will be necessary to make an appointment with your Doctor.

## **Recalls / Reminders**

Priority Health Group, Emerald Surgery and DermDoctor Skin Cancer Clinic offer reminder system for smears, skin checks, Health assessments etc. Please discuss this with your Doctor or Nurse on duty at your next consultation.

## **Patient Feedback**

From time-to-time patients will be invited to complete a questionnaire on their views of the Practice and how it can be improved. Such surveys are confidential and help us to help you. Should you be unhappy with any aspect of the care you receive here, please discuss this with your Doctor, Operations Manager or contact the Director of Operations & Nursing.

If you feel there is a problem you wish to follow up outside the Practice, you may prefer to contact the Office of the Health Ombudsman on Ph: 133646, E: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) or on the website [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

## **Privacy Policy**

### **What information is collected?**

We collect personal information regarding your demographic, social and physical details. This information is usually your full name, address, cultural background, DOB, occupation, next of kin.

We also collect information related to your health care needs. This information may include reports from specialist health care providers, blood & x-ray and other investigation reports and all other correspondence that is addressed to your doctor and arrives via mail, fax or electronic means.

Your doctor also keeps a medical file which he creates over your time as our patient. The doctor updates this file with your medical history, past illnesses and diagnosis, past treatment plans and their outcomes.

This practice is bound by the Federal Privacy Act (1988) and National Privacy Principles, and also complies with the Health Records and Information Privacy Act QLD 2002 when handling your personal information.

### **Why information is collected?**

Your information is collected to enable our Doctors and staff to coordinate and manage your primary health care.

### **How the practice maintains the security of information held at the practice?**

Your file including the above information is kept on a security data base in a dedicated clinical patient administration system on premises. There are multiple security applications protecting this electronic information.

All non-electronic information that we receive is transferred into electronic format and destroyed in accordance to the medical standards.

The range of people within the practice team (eg. GPs, general practice nurses, general practice registrars, students and allied health professionals), will have access to patient health records.

The practice delegates various levels of authority/access to GP's, Allied Health, Practice Managers and Administrators. This level of authority/access enable individual staff members to execute their specific tasks and provide quality health care.

Patients can access their own health information on request by filling out Request for Personal Health Information form available at reception.

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**The way the practice gains patient consent before disclosing their personal health information to third parties.**

Priority Health Group, Emerald Surgery and DermDoctor skin cancer clinic may release your personal information to third parties only when it is relevant to your clinical and health care management.

Patient consent for the transfer of health information to other providers or agencies is obtained on the first visit when you completed the "*New Patient Registration and Consent Form*".

**The process of providing health information to another medical practice should patients request that.**

Patients are able to request that their medical records are made available in a format that can be transferred to another practice. Patients can complete the Request for Medical Records Transfer form for this to occur. Priority Health Group, Emerald Surgery and DermDoctor Skin Cancer Clinic charges \$33 administration fee for this service.

**The use of patient health information for quality assurance, research and professional development.**

The practice from time to time may use your personal information for internal quality improvement, training and professional development for Health Care Staff. The practice does not release your personal information to third parties for these purposes.

**The way the practice addresses complaints about privacy related matters.**

Patients can forward complaints verbally or in writing and we will document and investigate your complaint. The practice can address complaints about privacy related matters by recording the complaint and ensuring that systems that led to these circumstances occurring are reviewed and adjusted. Information and Authority complaints forms to the:

**Office of the Health Ombudsman**

Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

Phone: 133 OHO (131 646)

Mail: Office of the Health Ombudsman

PO Box 13281

BRISBANE QLD 4003

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

This practice complies with Federal and State privacy regulations including the Privacy Act 1998, and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 encompassing the 13 Australian Privacy Principles, as well as the standard set out in the RACGP Handbook for the Management of Health Information in General Practice 4th Edition (2010).

All patient information is private and confidentiality of patient information is maintained at all times. The rights of every patient are respected. All information collected by this practice in providing a health service is deemed to be private and confidential.