

PRACTICE INFORMATION

Doctors

Dr Ravi Bundellu
Dr Myat Su OO
Dr. Richard Thurlow
Dr. Allen Gray (Locum)
Dr Sunil Casabianca
Dr Edward Thomas Osborne
Dr Shahab Fatemi
Dr Padmakumar Narayana Pillai

Practice Hours

Monday to Friday 08:00 am to 05.00 pm
Saturday 08.00 am to 04:00 pm
Sunday: 08.30 am to 12:00 pm

The Practice Team

Practice Manager – Vivianne, Daniel
Receptionists – Margie, Renee, Homer
Nurse – Janeen, Diane, Kathrine

Allied Health

Australian Cardiology Services – Helga
Psychologist – Rosemary
Psychologist – Dianah
Dietician – Tim

Practice Contact

68 Bulcock Street
Caloundra QLD 4551
Tel: **5438 1488** Fax: **5438 0338**
Email: **contactus@calbbs.com.au**
Website: **www.calbbs.com.au**

Billing Arrangement

Our practice bulk bill 100% all patients' holder of Medicare Card and they pay no gap fee to our practice. Some services (non-medical issues) may not be covered by Medicare. Please enquire.

Getting the results of any investigation

Your doctor will advise you when they expect your results to arrive at the practice. Call your doctor and make an appointment to discuss your results and what they mean for your care.

Our practice provides patients with adequate information about our practice to facilitate access to care. Our doctors give patients sufficient information about the purpose, importance, benefits and risks associated with proposed investigations, referrals or treatments to enable patients to make informed decisions about their health.

Our practice has a wide range of health promotion aiming at preventative health care. Our clinical team discuss and provide health promotion and/or disease prevention.

Our practice has established **various Clinics** to provide quality improvement cycle of care to our patients, such as Healthy Heart; Diabetic; Healthy Baby and Child Development; Moles and Skin Cancer; Mental Health; Pregnancy and Post Natal Care.

If you are referred for investigation or for initial consultation by a specialist or by an allied health practitioner there might be out of pocket expenses.

Patients without Medicare Cards or where the MBS schedule does not apply are charged a fee to our practice for at or below the AMA recommended fee.

Appointments

Please ring **5438 1488** for an appointment. Every effort will be made to accommodate your preferred time and GP. Patients can contact our practice by phone or email.

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.

Our practice has a **standard ten-minute appointment**. Longer consultation times are available, so please ask our receptionists if you require extra time. If you or a family member requires an interpreter service or if you have a special need, we can organise this for you. Please let us know when you make the appointment.

Reminder system

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. This could be through a letter, an email, a telephone call or via an SMS message. If you do not wish to be part of this system please inform your doctor or the reception staff about your decision.

Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only used to provide accurate medical diagnoses and appropriate treatment.

We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html

Smoking Policy

Smoking is not permitted in any area of this Practice. Non-compliance with this smoke-free policy is viewed as a serious matter.

Request for Repeat Prescriptions

Our Practice Requires that all patients be seen by a doctor for repeat prescriptions. The only exceptions are if the Doctor agrees to write a script without a consultation.

Requests for Referrals

Our practice has a policy that requires all patients to be seen by a Doctor for referral letters.

Care outside normal opening hours

CBBS has a formal arrangement with Call Home Visiting Doctor a Locum Service to provide after hours care. The contact number is **1800 644 999**. The Locum Service is able to contact your doctor, if necessary to ensure measures are implemented to facilitate continuity of care.

Our practice is committed to quality improvement and is currently registered for accreditation with AGPAL.

We Care For Your Health & Your Health Is Our Duty

Home and other visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

Telephone access

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. In an emergency your call will always be put through to a GP.

Your rights

Our practice provides respectful and culturally appropriate care to all patients at all times and under all circumstances. Please let us know if you have a specific need.

The presence of a third party observing or being involved in the clinical care during a consultation occurs only with the permission of the patient prior to the consultation.

Our practice provides opportunities for, and responds to, patient feedback. Despite the best intentions complaints may arise. If you have a problem we would like to hear about it. Please feel free to talk to your doctor or to receptionist or you might put it in writing. We take your concerns, suggestions and complaints seriously.

This practice has in place the following mechanism for patients to provide feedback or address grievances:

- A suggestion box is situated in the waiting room.
- This practice has an information sheet that encourages patients to give their positive and negative feedback. The feedback obtained is passed to the Practice Manager.

In the event of a complaint not being dealt with appropriately by this Practice, patients are entitled to address their complaint to:

The Office of the Health Ombudsman

PO Box 13281
George Street, Brisbane QLD 4001

Tel: 131 OHO (133 646)

Email: info@oho.qld.gov.au

Website: www.oho.qld.gov.au