

OUR SERVICES:

15 minutes each -

- Cold/ Sinus/Throat
- Ear ache/ blocked
- Headaches
- Asthma
- Gastro
- Urine infection
- Bowel Problems
- Contraception
- Blood pressure care
- Period Pain
- STD Check
- Back/Neck Pain
- Prostate Sport injury
- Heart Risks Arthritis
- Weight loss Referrals (most)
- Smoking advice Follow up results
- Breast Check
- Pregnancy
- Menopause
- Rash / Acne
- Skin Cancer Check

30 minutes each -

- Stress/Anxiety
- Pregnancy 1st visit
- Pregnancy problems
- Travel Immunisation
- Postnatal visit
- Occupational Health
- Depression
- Medical check-up
- Minor Procedures - Stitches
- Diabetes review
- Alopecia/Hair Loss
- Immunisations - Children/Medical students
- Pap smear



INJURIES & EMERGENCIES:

No appointment is needed. Contact the practice or present to the practice for further information.

OUR DOCTORS:

- Dr Sharmani Singh M.B., B.S., FRACGP, Dip Child Health
- Dr Alex Norrie MB, BS
- Dr Anjana De Almeida MBChB, Dip Paeds, FRACGP
- Dr Solange Adad FRACGP
- Dr Mary Ellwood M.B., B.S, M.R.C.S., L.R.C.P
- Dr Madelon Amies., BS, FRACGP
- Dr Gihan Gunawardena MBBS, FRACGP

PRACTICE FEES:

Short Consult Fee: \$45.00 (Rebate - \$17.75)

Standard Consult Fee: \$80.00 (Rebate - \$38.75)

Long Consult Fee: \$140.00 (Rebate - \$75.05)

Extended Consult Fee: \$200.00 (Rebate - \$110.50)

Additional fees may apply depending on the consult type

PRACTICE HOURS:

Monday:	8:00am - 5:30pm
Tuesday:	8:00am - 5:30pm
Wednesday:	8:00am - 5:30pm
Thursday:	8:00am - 5:30pm
Friday:	8:00am - 5:30pm
Saturday:	8:00am - 12:00pm
Sunday:	CLOSED



ascot family practice

ASCOT FAMILY PRACTICE

153a Racecourse Road

Ascot, QLD, 4007

Ph. (07) 3268 2318

Fax. (07) 3868 4045



We aim to provide the highest level of service in a professional, caring, friendly and compassionate environment.

To make an appointment please call or visit our website:

www.ascotfamilypractice.com.au

MEDICAL ASSISTANCE

We are here to provide a high quality primary health service to patients and oversees visitors. General practitioners and specialists operate their own practice within the facility, which is managed by the Our GP Group.

APPOINTMENTS

We have an appointment system, phone or walk in. Online bookings available. Tell us if you are sick, as we have appointments reserved for illness on the day. A standard GP/RN appointment is for 15 minutes for 1 problem. Ask for longer if needed. Male & Female Doctors are available. We encourage you to see the same GP if possible, as this encourages continuity of care. Bring your Medicare, OHSC card to your consultation.

WAITING ROOM ETIQUETTE

Feel free to ask if your doctor is running on time. If you are unwell or uncomfortable in the waiting room please advise reception.

CANCELLATIONS

If you are unable to attend your appointment please call the clinic 2 hours prior to ensure the appointment can be given to another patient. Failing to cancel the appointment before 2 hours can result in a cancellation fee.

AFTER HOURS

Home Visits or Triage: National Home Doctor Service Telephone 13 7425 * Bulk billing available. OHSC students billed at the MBS rate and are able to claim back the whole amount.

Non-urgent Assistance: Health Direct 1800 022 222
For Emergencies: call 000 or present yourself to your nearest hospital

HOME VISITS

Are available for patients with disabilities or those too sick to come to the surgery.

FEES & CHARGES

Private Fees apply. Bulk billing may apply at the Doctors discretion. Please inquire at reception. Medicare does not cover work-related, insurance, medicals & private fees may apply. Most work and travel vaccinations incur a cost.

TELEPHONE CALLS

Emergency calls are taken by our Nurses & Doctors. Messages are taken for most other calls and returned as soon as possible (usually a in the next 24-48 hours).

REFERRALS

An appointment is required for all referrals. Allow 30 minutes for Mental Health issues. It's illegal to back date referrals.

REMINDERS

With your permission & current contact details we can include you in our reminder system.

RESULTS

Results are given in consultations, unless by prior arrangement. Please arrange an appointment at reception to follow-up your results.

IMMUNISATIONS

We provide childhood, adult, occupational, and travel vaccinations. Bring your immunisation record with you.

WORK INJURIES & WORKERS COMPENSATION

All accounts are required to be paid at the time of the visit. Once a claim number has been received we will forward the accounts directly to the insurance company.

INSURANCE MEDICALS & MEDICO LEGAL MATTERS

Speak with our reception staff to arrange these.

INTERPRETERS

If you need an interpreter please let us know or contact 1300 575 847.

PRIVACY POLICY & PERSONAL HEALTH INFORMATION

All staff are legally bound by Australian Privacy Principles (copy at reception). Any concerns can be discussed with your Doctor or the General Manager.

Please visit: <https://www.health.qld.gov.au/system-governance/records-privacy/health-personal>

MEDICARE

Contact Number: **131 450**

SUGGESTIONS, & COMPLAINTS

We ask you to firstly complain directly to the party concerned. In addition, all complaints can be directed, in writing to General Manager.

Email: connect@ourgpmc.com.au
Feedback also welcomed and can be sent to www.ascotfamilypractice.com.au/feedback

The Health Care Complaints Commission can be contacted on 1800 043 159

DISABLED PATIENTS/ HEARING/VISUAL IMPAIRMENTS

If you need help accessing care, information or parking at our practice please ask or phone our receptionists who will be happy to help you.

HOW TO GET THE MOST OUT OF YOUR VISIT

- Make an appointment for the right amount of time
- Allow about 15 minutes for each simple issue & 30 minutes for a complex issue or multiple problems
- Reception staff can help you prioritise your issues & decide what you can cover in the consultation.
- Bring family or a friend if you are worried about communication or privacy issues
- Try to see the same Doctor.



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