

### Services Available

- Antenatal Care
- Infant and Child Health
- Immunisations
- Travel Vaccinations
- Aged Health Care and Assessment
- Aboriginal and Torres Strait Health Assessments
- Management of Chronic Conditions including Diabetes and Asthma
- Fracture Treatment
- Minor Surgical Procedures
- Skin Cancer Screening
- Medical Examination including Commercial Drivers Licence, Insurance and Pre-Employment (Fee's apply)
- Interpreting Services available
- Department of veteran affairs and work cover approved provider

### Facilities

Parking is available at both the front and rear of surgery. We are accessible with wheelchair via Turner Street (rear car park) and disability park on Simpson Street at the front.

### Repeat Prescriptions

Most medication may only be prescribed with a consultation. For repeats of regular medication, a brief consult is required, no appointment necessary, provided you are not due for a check up. 12:00-2:00 is generally not suitable for this service.

### Referrals

If your medical condition requires further assessment or treatment, your doctor may refer you to a specialist. Your doctor will require an appointment to write the referral. Please note it is illegal for a doctor to back date a referral.

### Fees

Beerwah Surgery is a mix billing practice. A schedule of the current practice fees is available at reception. Beerwah Surgery will Bulk bill patients who hold a full pensioner card, health care card and/or children under 16 years. DVA gold card holders will be bulk billed, while white card holders will be bulk billed for their specific conditions only. Procedures and health assessments will be bulk billed unless otherwise advised.

If you do not meet the bulk billing conditions above or are booking for a Commercial drivers licence and pre-employment medical, a fee will be charged. Please ask at reception regarding this. Payments are required at the time of consultation and may be made by cash, EFTPOS or credit card. A non-Attendance of \$30 will be charged if there is not a reasonable cause for first and second non-attendance, if a third non-attendance occurs the full fee will be charged.

### After Hours

**For an Emergency always dial 000 and ask for the ambulance.**

Beerwah surgery patient's are able to access after hours services through Home Doctor services on 13 SICK (13 7425). This is available on nights, weekends and public holidays and



### **Beerwah Surgery**

72-74 Simpson St  
Beerwah QLD 4519

Phone: 5494 0400

Fax: 5494 0501

Email: [admin@beerwahsurgery.com.au](mailto:admin@beerwahsurgery.com.au)

Website: <https://beerwahsurgery.com.au/>



## **Beerwah Surgery**

### **Doctor**

#### **Dr Ron Bond**

MB BS, FACRRM

#### **Dr Paul Sargeant**

MB BS, FRACGP

#### **Dr Anu Edwin Jose**

**Freeda** MBBS

#### **Dr Tawhid Hassanien**

MB ChB, DRANZCOG

#### **Dr Mali Tayebi**

MB BS

### **Special Interest**

Sports Medicine

Chronic Disease Management

Medical Cannabis

General Medicine

General Medicine

Women's Health

Women's Health

Iron Deficiency Management

Skin care

Women's Health

### **Practice Manager:**

Yvette Perry (Dip PM, Cert4 MA)

### **Nurses:**

Zoe (RN), Sarah (EEN)

### **Reception:**

Emma, Donna

### **Visiting Allied Health:**

Ray Pulham — Dietitian

Mia Orford — Podiatrist

Brendan Mayers — Physiotherapist

### **Opening Hours:**

Monday — Friday

8:00am — 5:00pm

Saturday

By Appointment

Sunday & Public Holidays

Closed

### **Appointments**

We encourage our patients to request their usual GP for continuity of care, and every effort will be made to accommodate your preferred time and GP.

**Emergencies** will be given priority and our staff will make every effort to contact you if there is any unforeseen delays or you GP has been called away. Longer Consultations are available, if you have more than one condition, or a complex medical problem, please advise when booking so more time can be allocated. You can now book online please see our website (<https://beerwahsurgery.com.au/>) for details. Phone appointments are also available to regular patients.

### **Home Visits**

Home visits are available for regular patients whose conditions prevent them from coming to the surgery. Please remember however that home visits take the doctor away from the surgery for a considerable amount of time, as well as treatment may be more effective at the surgery where there is better access to equipment and trained staff. Home visits will usually be made at the end of each surgery session and may attract a fee.

### **Phone Calls/Emails**

Doctors in this practice may be contacted during surgery hours. If your doctor is with a patient a message will be taken and passed onto the doctor, who will endeavour to return all phone calls/emails during the day. All emergency calls will be attended immediately so please advise reception if you feel your call is urgent .

### **Tips for Appointments**

- If you have one or more issue to discuss, please book a long appointment
- Check you prescriptions before you come to make sure you have enough medication
- Ensure each family member needing to be seen has an appointment
- Advise reception if you need a dressing or suture removal so a practice nurse can assist
- If you are having a medical for an insurance company you will need a longer appointment. Please advise reception when booking
- For any paperwork please fill in as much information as possible prior to appointment

### **Interpreter services**

Patients who do not speak English or are more proficient in another language have the choice of utilising Translating and interpreting services (Ph: 131 450), National Auslan Interpreter services ([www.nabs.org.au/](http://www.nabs.org.au/)) are available for our patients who are hard of hearing or deaf, Please advise reception staff to book so as to make your consultation smoother.

### **Reminder System**

We offer a reminder system for pap smears, health assessments, skin cancer screening and other general health reminders through hot doc to assist with preventative care. Please advise reception if you would like any reminders removed.

### **Recalls/Results**

Any Urgent results Doctor will call you personally. Patients will be recalled through hot doc if follow-up is necessary following any test results. It will advise you to make an appointment with doctor. If you are phoning for result please do not call before 10am each day or on Saturday so as to allow doctors time to check results.

### **Privacy, Confidentiality and Disclosure of your health information**

Beerwah Surgery has a strict confidentiality policy which serves to protect your privacy. In the course of providing your health care, your permission is sought to disclose you personal details to other health care providers such as radiology and pathology services and specialists. For further information refer to website or ask our reception. Please assist us by informing reception staff of any changes to your address, telephone or Medicare number.

This practice is committed to providing comprehensive general practice care to all individuals and families in this community. All patient consultations and medical records are kept strictly confidential. If you are unhappy with any aspect of the care you may receive from the practice, we would like to know. Please feel free to talk to your doctor, practice manager or receptionists about any problems you may have with the service we provide. Alternatively you could email the Practice Manager at [pm@beerwahsurgery.com.au](mailto:pm@beerwahsurgery.com.au)

If you feel you need to take the matter further and need to discuss the matter outside the surgery, please contact the office of the health ombudsman, Phone: 133 646, PO Box 13281, Brisbane, 4003, Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)