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*
- *Menopause assessments*

Facilities

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

Repeat Prescriptions

Medication will only be prescribed with a consultation. For repeats of regular medication, a brief in person or phone consult is required.

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 bulk billing practice. All patients who hold an eligible Medicare card, DVA gold /white care will be bulk billed.

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. Payment is required at the time of Procedure and may be made by cash, EFTPOS or credit card.

A non-attendance of $50 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 will be bulk billed .

Beerwah Surgery

Address: 72-74 Simpson St. Beerwah QLD 4519

Phone: 5494 0400
Fax: 5222 4216
Email: admin@beerwahsurgery.com.au
Website: www.beerwahsurgery.com.au

Beerwah Surgery

Doctor	Special Interest
Dr Ron Bond MBBS, FACRRM	Sports Medicine Chronic Disease Management
Dr Paul Sargeant MBBS, FRACGP	General Medicine Sports Medicine
Dr Anu Edwin Jose Freeda MBBS, DRANZCOG, FRACGP	General Medicine Women's Health
Dr Tawhid Hassanien MB BCH, DRANZCOG	Women's Health Iron Deficiency Management
Dr Amlah Najmudeen MBBS	General Medicine Women's Health
Dr Prasanth Anton Sagayanathan MBBS	General Medicine
Dr Sachi Basnayake MBBS	General Medicine

Practice Manager:

Yvette Perry (Dip PM, Cert 4 MA)

Nurse:

Raelene (EEN), Jordan (EEN)

Reception:

Emma, Donna

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. Pease 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/**)** 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

For 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 your personal details to other health care providers such as radiology, pathology services and specialists. For further information refer to the 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, email the Practice Manager at 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,

Address: PO Box 13281, Brisbane, 4003,

Website: www.oho.qld.gov.au