

Practice Information



Shop 7, 1 Fielding Street, Currumbin QLD 4223

T: (07) 5534 1977 F: (07) 5534 4114

www.currumbinmedical.com.au

• SURGERY HOURS

Monday to Friday
8.00am – 5.00pm
Saturday
8.00am – 10.30am

• PRACTICE DOCTORS

Dr Brian Hawney

Dr Madonna Mulheran

Dr Rose Kurian

Dr Mark Friel

• PRACTICE TEAM

Manager: Kate Hill

Reception: Anne
Fiona
Lisa
Marie

Nurses: Diane
Gail
Gillian
Shellina



• PRACTICE FEES

Private /Senior Cards Item 23\$73
Item 36\$109
Pensioners.....\$61.10
Children/School Students.....\$54.10
HCC/Uni Students\$66.10
Treatment Room Procedure Fee....\$35

Rebates will be deposited into the Bank Account that you have registered with Medicare with 24 hours of Doctor consultation via Medical Online.

Medicare Cheques - When returning Medicare cheques, please leave statement attached, as this information is vital when receipting. We request that you return these cheques as soon as possible, to avoid account-keeping fees. Reply Paid envelopes are available from reception for your convenience.

• SPECIAL PRACTICE NOTES

Registered Nurses – Our registered Nurses are available for vaccinations, immunisations, management plans, dressings and other nurse related activities.

Follow Up - A computerised reminder system is available and used for follow up of many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

Referrals - New referrals require an appointment. Ongoing referrals need a brief consultation.

Test Results - Results are checked daily by the Doctors. Patients should ring for results or follow any instructions from their Doctor regarding these tests 1-2 days after having the test. If the Doctor wishes you to return to discuss any test results, please make a follow up appointment when leaving.

APPOINTMENTS - Consultation is by appointment – urgent cases seen on the day.

If you require an interpreter, please let us know when you make the appointment.

Urgent appointments are always seen on the day of request but unfortunately, we are not able to guarantee you will be able to see your usual GP. We fit you in with which ever Dr is the least busy, or best able to see you at the time of your arrival. When organising urgent appointments or requests, our staff sometimes have to ask details of a personal nature. They are fully aware of patient confidentiality and will deal with your problem accordingly.

Booking a long appointment - If you want an insurance medical, review of a complex health problem, counselling for emotional difficulties, or a second opinion, please book a longer appointment.

For routine appointments, it would be helpful if you book a week or so in advance. If you require a follow-up visit, please make it at the time of your initial consultation.

Please notify us if you are unable to attend an appointment, well in advance. If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member.

Home Visits - If you wish your doctor to make a home visit, please phone the surgery as early in the day as possible.

Repeat Scripts - Require a brief consultation.

Practice communication policy - Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for advice over the phone. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice from a doctor. Enquiries can also be sent via email for non-urgent matters. Please speak to reception for further information relating to our communication policy.

Smoking Policy -

This Practice has a no smoking policy.

Telephone Calls – GP's in the Practice may be contacted during opening hours. If the GP is with a patient, a message will be taken and the receptionist will advise you when it is likely the Gp or a Practice Nurse will return your call. In an emergency your call will always be put through to the GP.

After Hours Care –

For care when the Practice is closed please contact National Home Doctor Service on 137425.

Patient Privacy - This practice is committed to maintaining the confidentiality of your personal health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff and to comply with the Privacy Act. Records can be transferred at your request to another doctor free of charge.

Patient Feedback - We would like to hear about your concerns, complaints, or suggestions. Please feel free to talk to your GP or the Practice Manager regarding any issues. If you prefer, you can contact the Office of the Health Ombudsman on 133 OHO (133 646).

OTHER SERVICES OFFERED

- Childhood Immunisations.
- Practice preventative medicine by participation in Screening Programs for bowel cancer, bone care and heart care.
- Annual Health Care Assessments for over 75's
- Post Natal Check-ups for Mother and Child (including 6 weekly check-ups for babies).
- Employment and Preemployment Medicals.
- Diabetes Educator.
- Access to latest information regarding new drugs etc via computer network & internet.
- Health Care Plans
- Cardiographs
- Skin Care Checks
- Minor Surgery
- Travel Vaccinations
- Hearing Tests
- Respiratory Function Testing
- Cryotherapy

