

Practice Information Sheet



Lockyer Valley Medical Centre
121 SPENCER STREET
GATTON, QLD 4343

Phone: (07) 54621188
Fax: (07) 5462 4083
Web: www.lvmc.com.au

Dr Usman Khan

MBBS, Adv Dip Dermoscopy & Skin Cancer Surgery

Dr Rida Khan

MBBS, MPH, Adv Dip Cosmetic Dermal Science

Dr. Sandy Nandam

MBBS, BAppSc

Surgery Information

Thank you, for taking the time to read this information.

Bookings for Appointments may be made each day from 8.30am

Operating Hours:

- **Monday, Tuesday, Wednesday and Friday**
 - 8.30am till 5.00pm by appointment
- **Thursdays:** 8.30am till 6.00pm by appointment

After Hours telephone **07 3830 5730** to contact the Doctor on call.

After Hours (Out of Surgery Hours)

The Practice is part of the local After hours consortium where the doctors from all four (04) surgeries in Gatton are rostered on for service.

The patient can call **07 3830 5730** to avail this service. A recorded message will give details on how to contact the doctor. Please note that the number is only for the after hours period and may not be valid at other times. You can also dial 07 5462 1188 to be directed onto the After Hours line.

About our staff

Our friendly staff will assist you in every way possible and endeavour to make your visit as comfortable as possible. Please let them know what you need and they will do their best.

Reception and Admin: Helen, Megan, Kelsey and Maria

Practice Nurse: Tricia

About our Doctors

Our doctors have passed (or are sitting for) an additional higher specialty degree in medicine called the Fellowship of the Royal Australian College of General Practitioners. This means they have many years of education and training in medicine.

Our doctors: Dr. Usman Khan, Dr. Rida Khan and Dr. Sandy Nandam

Other Services

The following Allied Health Professionals visit this Medical Centre:

- Psychologist: Mrs. Marisa Bertello (Tuesday and Wednesday),

- Audiologist: Mrs. Megan Reimann - Bloom Hearing (Friday).
- Healthy Lifestyles Australia - fortnightly
 - Mr Brady Schulz – Exercise Physiologist and Dietician
 - Mr. Matthew Miller – Exercise Physiology

Please ask about contact details for the Allied Health Specialists.

Privacy Policy

Your medical record is a confidential document. 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 staff members. This Practice and its entire staff respect the privacy of all patients at all times. Information is never given to a third party (including) transfer of medical records without the written permission of the patient.

Complaints and Suggestions

The doctors and staff at the Lockyer Valley Medical Centre endeavour to provide comprehensive accessible high-quality medical care.

If you have any complaints or suggestions, please feel free to speak to our Practice Manager, staff, doctors or write to us at the address on the front cover. If you are still not satisfied you may contact the Health Quality and Complaints Commission, GPO Box 3089, Brisbane, Qld 4001. (Telephone 1-800-077308).

Fit in appointments.

If the doctor is fully booked and you require an appointment you understand that you *may* be fitted in and only given an **approximate** time and will be seen when the doctor becomes available.

PLEASE BE PATIENT. It is helpful if you wish to indicate to the receptionist the nature of your problem. This information is treated in the strictest confidence.

Missed Appointments

If you are unable to keep a booked appointment we ask that you notify us at least a couple of hours beforehand. This is a very busy practice and we always have people waiting for cancellations.

If you miss two appointments without informing us we will call to find out if there is a problem and how we can help solve it.

If you miss the third appointment without informing us, we will send you

a letter informing you that you will need to find another medical practice better suited to your needs. We will forward your medical history on receipt of a request from your new doctor.

Out of Surgery Visits.

Home visits may be arranged in the Gatton area if you are unable to attend the Surgery due to your medical condition. Non-emergency home visits are usually carried out after Surgery hours.

Emergency cases

These will be seen at any time, but please tell the receptionist the nature of the problem so that we can determine the urgency of your particular situation.

We do keep some appointments available each day for emergencies and our nurses will discuss the urgent situation with you and the doctor to arrange an appointment.

After 5.00pm Weekdays, Saturdays, and Public Holidays:

LVMC is part of the local After Hours consortium.

Fees

LVMC is a mixed billing surgery.

Bulkbilling available to:

- Children under 16 years of age
- Commonwealth Card Holders (ie Health Care Card, Pensioner, and Commonwealth Seniors Health Card),
- Allianz OSHC card holders.

Private billing:

For other patients full payment will be required at the time of the consultation.

The Medicare rebate may be processed through Medicare Easy Claim available at the practice onto a debit card. In case the Easy Claim facility is not available, the rebate can also be transmitted through EFT directly into your bank account details registered with Medicare. Please let the reception staff know how you wish to proceed with claiming your refund.

The reception staff will try and assist you to the best of their ability however, Medicare is directly responsible for transfer of

rebate/timeframe/method of transfer. In case the rebate has not been received, the patient is advised to call **132 011** directly.

Schedule of Fees are:

Consultation Fees

Medicare Item	Cost	Medicare rebate
Item 3 (Short Consultation)	\$37.30	\$16.95
Item 23 (Standard Consultation)	\$60	\$37.05
Item 36 (Long Consultation)	\$95	\$71.70

Skin Check Fees	Cost	Medicare rebate
Item 36 (Long Consultation)	\$95	\$71.70

Skin Excision Procedure fees

Fees will vary according to the site & type of lesion. There is a procedure gap on top of Medicare item fee. The gap amount ranges from \$25 - \$200 which is advised at the time of booking the procedure.

A grid is available with reception staff for patients to check the Medicare item fees that may be claimed as a rebate.

If you do not wish to use Easy Claim, an online EFT may be processed for your Medicare rebate or you may claim from Medicare directly

Other Fees	Cost
Prescription Fee	\$25
Commercial Drivers Licnese	\$100 + Gst
Employment Medical	\$200 + Gst

*These items do not have Medicare rebates available

Prescriptions

A doctor's visit is required for a repeat prescription. However if the patient has been seen recently by the doctor, the prescription may be written at the doctor's discretion. Please give at least 48 hours notice. The charge for this service is \$25.00 and that payment is required upon collection of the prescription.

Medical Records

Requests for transfer of Medical Records to another doctor may attract

a fee. Should you have any concerns at all please ask to speak to our staff members.

Test Results and Medical Recalls

Patients may telephone and ask staff for test results.

All test results are checked first by the doctor. The nursing staff notifies the patients on results after checking by the relevant doctor. This is unless your doctor has asked you to make another appointment to discuss your test results. You are welcome to make an appointment with your doctor if you wish to discuss any test result.

The staff member must check the identity of the caller by requesting the caller's full name and date of birth. Only the person whose name appears on the results may be given the information, unless the patient is a child, or written permission has been given by the patient.

Telephone Calls

Patients wishing to speak to doctors should advise staff as to the purpose of the call. Please leave a contact telephone number and your call will be returned as soon as possible. The policy at this Practice is that the doctors are not interrupted during consultations except for a medical emergency and the practice staff aim to resolve any matters at the first point of contact.

Mobile Telephones

Please have your mobile switched off or on silent when in the surgery. If your consultation is interrupted by your mobile phone, you will be asked to leave the room so that the doctor can see the next person waiting for their appointment.

Appointments

Our receptionists will take appointments from 8.00am. We make every effort to keep to appointment times, but sometimes emergency cases cause unavoidable delays. Delays are also caused when consultations take longer than expected. This is often impossible for either you or us to anticipate, however please remember that -:

- Medical examinations (employment, health checks, etc.)
- Paperwork and forms i.e. Centrelink, insurance, etc.
- Drivers license medicals
- Complex medical problems/Counselling
- Surgical procedures

- More than one patient to be seen
- Skin checks

will require **longer** appointments and therefore we request you to please indicate the nature of the problem at the time of booking e.g, Infection, immunisation, baby check up, skin check or results to ensure that appointments run on time.

The information will be handled in strictest confidence.

If you are unable to keep your appointment it is appreciated if you could let us know so that, we can provide a better service to you.

New patients are asked to arrive fifteen minutes early for the first appointment to give their details and fill out required forms.

To streamline appointment making, have the following information ready when you call. Preferred doctor, time and date of appointment and the type of appointment you are looking for.

Notify the receptionist if your problem could be **medically urgent**.

We do our best to keep waiting times to a minimum. Unfortunately we cannot plan for emergencies which will cause delays from time to time. We thank you for your patience when this occurs.

Please let the receptionist know if you have any special needs regarding your appointment. We can arrange for breathing tests, urine sample collection, visual acuity tests, weight and height measurements for babies prior to the consultation with the doctor to avoid delays.

Emergency Number

(All Hours) Dial 000