

DOCTORS

Dr Madhu Lakshmaiah MBBS FRACGP MRCGP DFSRH
LoCSDI

OUR TEAM

Nursing: Amy (RN) and Helena (RN)

Practice Manager: Angela

Reception: Chloe

Australian Clinical Labs Pathology Hours

Monday to Friday: 7.00am – 1.00pm

Saturday 7.00am – 11.00pm

After Hours Emergency Care

For urgent medical assistance outside of normal practice hours, call **000** for Qld Ambulance.

After Hours Medical Care

Home Doctor: Ph 13 7425 / 13(SICK) (Bulk Billed)

www.homedoctor.com.au

or

Caboolture Public Hospital Emergency Department

Home Visits

Our doctors make visits to regular patients where it is safe and reasonable. Please discuss this with your doctor if you feel you will require ongoing home visits.

At Narangba Station Medical Centre, we strive to provide the highest standards in patient care whilst incorporating a holistic approach towards diagnosis and management of illness.

We are committed to promoting health, well-being and disease prevention to all patients. We do not discriminate in the provision of excellent care and we aim to treat all patients with dignity and respect.

Accreditation

Narangba Station Medical Centre is an AGPAL accredited practice. Our practice has met accreditation standards that are set and monitored by the Royal Australian College of General Practitioners (RACGP)

The purpose of these standards is to protect patients from harm by improving the quality and safety of health services.



The RACGP standards cover such areas as:

- ❖ Rights and needs of patients;
- ❖ Quality assurance and education;
- ❖ Practice administration; and
- ❖ Access and availability of doctors and staff.

For further information visit www.agpal.com.au

Practice Hours

Monday, Wednesday, Friday: 7.00am – 5.00pm

Tuesday, Thursday: 7.00am – 8.30pm

Saturday: 7.00am – 4.00pm

Sunday: 4.30pm to 6.30pm

(subject to change based on GP availability)

Appointment Structure

Patients require an appointment to see a Doctor. We have emergency appointments available within our appointment schedule to accommodate **urgent** medical issues which have been triaged with a Doctor or Nurse.

Appointments can be made with a GP of your choice depending on availability by:

- ✓ Calling the practice on (07) 3521 4333;
- ✓ Booking online via our website; or
- ✓ Downloading the Automed app to your phone.

Consultation Types

- ❖ Short: <6 mins (eg. Repeat script)
- ❖ Standard: 6-19 mins (1-2 issue <19 mins)
- ❖ Long: 20-39 mins (2-3 issues <39 mins)
- ❖ Prolonged: 40+ mins (3-4 issues <59 mins)
- ❖ Telephone: <6 mins (existing patients only)
- ❖ Telephone: >6 mins (existing patients only)

Calls & Electronic Communication

Phone calls are answered by reception staff. It is necessary to make an appointment to see a doctor or to get results. SMS reminders are available for:

- ✓ Scheduled appointments.
- ✓ Clinical reminders, eg. skin checks, cervical screening, care plans.
- ✓ Preventative Health Reminders, eg. flu season, health awareness campaigns.
- ✗ For patient privacy, email is not recommended to send or receive health information.

Shop 1, 30 Main Street

Narangba Qld 4501

P: 07 3521 4333 **F:** 07 3521 4334

W: narangbastationmedical.com.au

DVA Gold Card Holders will be Bulk Billed. Bulk Billing is also available **Monday to Friday** between **9.00am to 5.00pm** for **regular** patients** of the practice **Aged 5 and Under**. Pension and Health Care Card Holders receive a **discounted fee**. All other Patients will incur a private consultation fee.

**parents are registered patients of the practice, the child is registered to the practice through MyMedicare and has had a minimum of two consultations within a 6 month period.

After Hours billing applies to appointments before 8.00am and from 6.00pm, Monday to Friday, before 8.00am and from 12noon on Saturdays and all day on Sundays.

Service	Day / Time	Dr Madhu Lakshmaiah
Short (<6 mins)	Mon to Fri	\$ 50.00
	After Hours	\$ 70.00
Standard (6-19 mins)	Mon to Fri	\$ 95.00
	After Hours	\$110.00
Long (20-39 mins)	Mon to Fri	\$150.00
	After Hours	\$180.00
Prolonged (40-59 mins)	Mon to Fri	\$200.00
	After Hours	\$250.00
Telehealth (<6 mins)	Mon to Fri	\$50.00
	After Hours	\$70.00
Telehealth (6-19 mins)	Mon to Fri	\$95.00
	After Hours	\$110.00

Specialised Service Consultations:

Higher fees apply to Specialised Consultations such as menopause, hormones, weight loss and medicinal cannabis. Please ask the Receptionist or Doctor regarding the cost of these consultations.

These services are bulk billed for ALL patients:

- ✓ GP Management Plans with or without Team Care Arrangements for Enhanced Primary Care referrals
- ✓ Consultations for childhood immunisation for Medicare eligible patients.

Note:

- **Medicare Rebates** only apply to attendance items and cannot be claimed if a consultation does not occur.
- **Medicare Rebates do not apply to:**
 - Commercial Drivers Licence Medicals
 - Medical records/reports for Insurance, Legal or other agencies
 - Employment Medicals
 - Medicinal Cannabis Consultations
 - Telehealth Scripts for Specialised Services
 - Treatment Room Service Fees
- **Transfer of medical records to another Doctor:** A fee of \$55.00 applies for the transfer of full patient records regardless of concession status.
- **Subject to Doctors Discretion:** Not all medications will be prescribed without a consultation. S8 medications are not prescribed by any Doctors at this practice.

\$80.00 Non-Attendance Fee

The fee applies for **ALL** appointments not cancelled 2 hours prior to the appointment time and will need to be paid prior to future appointments being made.

Recall Appointments

To receive Test results, eg. pathology, x-rays, ultrasounds etc. an appointment is required. An SMS text will be sent asking you to call the practice to make a "Recall Appointment" as per your Doctor's instructions. For patients with a landline only, our staff will contact you by phone.

Doctors generally receive results within 48 hours so Patients should book their appointment in advance to avoid delay in receiving results.

Waiting Times & Bookings

Our doctors and nurses have a specific and strict booking system and therefore our reception staff must adhere to this. Please respect and acknowledge that our receptionists will always try to accommodate our regular patient's needs and requirements, whilst adhering to our booking policies.

Zero Tolerance Policy

In line with RACGP zero tolerance guidelines on abuse of patients and staff, this Practice **WILL NOT** tolerate any incidents of violence, aggression and/or rudeness by **ANY** patient to Practice staff or patients, either physically or verbally. Failure to comply will result in transfer of your care to another practice.

Complaints

We are happy to discuss and address any issues or concerns that you may have regarding your care whilst attending our practice. This can be done in the clinic, over the phone or if preferred a complaint can be lodged in writing. Any, and all complaints will be dealt with in a timely manner by our Practice Manager or representative. If this matter cannot be resolved despite the best efforts of our staff, the patient can contact the Health Ombudsman at:

<https://www.oho.qld.gov.au>

However, we are unable to respond to negative or defamatory reviews on social media platforms due to confidentiality restrictions, regulations, and ethical codes.

Therefore, it is Practice Policy that we will not continue to provide services to individuals that leave such reviews as these acts undermine the ideal Doctor-Patient relationship and quality of care. Posting of such reviews will act as a termination of care (life threatening emergencies excluded).

Defamatory comments which may impact on the reputation of Narangba Station Medical Centre, its Doctors or Staff may result in further action.