



295 Ross River Road  
Aitkenvale QLD 4814

**Phone (07) 4725 6060**  
**Facsimile (07) 4779 1782**  
**manager@barrymed.com.au**

#### **HOURS**

Mon, Wed, Thurs 8 – 6pm  
Tues & Fri 8 - 4.00pm  
Saturday 8.30 -11.30am

#### **APPOINTMENTS**

Please ring 47256060 for an appointment. If you need a long appointment please tell the receptionist when you make the booking. Sometimes we are unavoidably delayed due to emergencies or unpredictable problems. We ask for your understanding when this happens.

Emergencies are seen as a priority. Walk in appointments are accepted for children or urgent cases, please try to telephone to let us know you are coming. Patients who require communication assistance are asked to let the reception staff know when making the appointment.

#### **TELEPHONE CALLS**

A telephone consult can be organised if you are unable to attend the practice and you have been here in person in the last 6 months. Standard fees will apply. If you need to speak to your doctor by phone and arrangement can be made for this when the doctor is free. Please advise if the matter is urgent.

# Practice Newsletter

YOUR WELLNESS IS OUR PRIMARY CONCERN

May 2023

Thank you to our patients who have continued to support our Practice and welcome to those who are new to our Service.

We have recently completed our Patient Survey. We would like to thank those who participated. Your comments and suggestions have been noted and discussed at our Practice Meeting. Please see our Noticeboards for Survey results and comments.

We have now introduced Text Reminders for Appointments and Recalls. Please register your agreement to participate in this service with one of our reception team.

#### **FEES**

As of March 1<sup>st</sup> 2023 we have changed our billing system. Those with a Pension or Healthcare or DVA card will continue to be bulk billed as will those 17 years and under. If you fall outside these criteria you will be charged a Private Fee. A list of our new fees is available in the waiting room. Please pay at the time of consultation by cash or EFTPOS. An admin fee of \$10 will be added to any Private Fee accounts which are not paid at time of consultation. If you have any difficulty paying our fees at any time, please speak to the Practice Manager. Care Plans, Health Assessments and Government provided Immunisations/Vaccines will remain bulk billed for all patients with a Medicare Card.

#### **REPEAT PRESCRIPTIONS**

There is a \$15 charge for repeat scripts without a consultation. You must have been seen by your regular doctor at this practice within the last 3 months to obtain a script for your repeat medication. This service needs to be discussed with and approved by your Doctor. Twenty four hours notice is required for all prescriptions.

#### **COVID and FLU VACCINATIONS**

We are currently offering the latest Covid Vaccination. If you are +65 years or +18 years with a chronic health condition and it has been 6 months since your last vaccination or you had proven COVID 19, then you are eligible. Flu Vaccinations are also available. Please speak to our reception staff to confirm eligibility and book into one of our Covid Vaccine Clinics.

#### **RECALLS AND REMINDERS**

This practice operates a recall system whereby patients will be sent a letter advising that they are due for immunisation or follow up of blood tests. These are sent to patients at the address that is recorded on your chart. Should you choose not to have recalls sent to you, please advise our practice nurse and your request will be adhered to. There is also a national Pap Smear Registration in place for women who choose to follow this path, please discuss this option with your doctor.

#### **RESULTS**

If your doctor has ordered pathology tests for you in the management of your condition it is important for you to follow up on the results. You may phone the nurse between 1pm – 3pm each day to discuss your results. Due to privacy laws, information regarding results will only be given to the patient or parent/guardian involved. Please note that doctors/staff are unable to give/discuss your results with any third party. Staff only give information that has been provided to them by the doctor, please do not ask them to interpret your result as this can only be performed by your treating doctor.



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## **AFTER HOURS**

For medical attention outside of our standard Practice hours please contact HOUSE CALL DOCTOR 135566

## **HOME VISITS**

Home visits may be available for regular patients whose conditions prevent them from attending the surgery.

## **COMPLAINTS AND FEEDBACK**

We welcome any feedback that will assist us in maintaining our high level of care to you. If you have any complaints please ask to speak to our Practice Manager who will take appropriate action and direct your concerns to the Practice Principle. If you feel your complaint has not been addressed please contact Office of Health Ombudsman on freecall 1800 077 308 or email [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

## **PRIVACY STATEMENT**

We would like to advise patients of the need to collect personal information and store this information in an appropriate manner. The information will be used for your medical treatment and administrative purposes. A full copy of our Privacy Policy is available at reception and on our website:

[www.barrymedical.com.au](http://www.barrymedical.com.au)

Patient information/details i.e. address, phone number and medical records that are held at this practice are not released to any party without your written and signed consent. Staff working at this practice are required to have a signed confidentiality agreement for security of health records/information.

## **OUR SERVICES**

- Family Medicine
- Childhood Immunisations
- Indigenous Health Checks
- Skin checks and minor skin surgery
- Pre-employment and occupational health checks
- Emergency Care
- Sports Medicine
- Women's Health
- Men's Health Check
- Children's health check
- Sexual Health
- Chronic disease management and care plans
- Mental health Management and care plans
- Antenatal management with GP shared care
- Onsite Pathology, Pharmacy, Psychologist, Mental Health Nurse
- Specialist referrals
- Workers Compensation medical management
- Corporate health checks
- Travel advice and Travel Vaccinations
- DVA
- Fitness to work assessments
- Fitness to drive assessments and license medicals
- Minor surgical procedures
- Asthma and Diabetes Management
- Implanon removal and insertion

## **OUR TEAM**

### **DOCTORS**

**DR MICHAEL HUGHES MB BS, FRACGP**

**DR PAUL GILBETT MB BS, FRACGP**

**DR PREETI KANDPAL MBBS, FRACGP, MRCOG**

**DR GEETANJALI BAVEJA MBBS, DCH, FRACGP**

**DR VIBHAV PANDEY MBBS, FRACGP, Cert in Advanced Skin Cancer Surgery**

### **PRACTICE STAFF**

Practice Manager:

Raewyn Whitehead

Reception Team Leader:

Vicki

Nursing Team Leader

Rebecca Armstrong