

# Patient

## Information brochure

Hours open	Location contact details
Monday - Thursday: 7.30am – 6.00pm Friday: 7.30am - 5.00pm Saturday mornings: 8.30 –12.00 noon	Red Hill Doctors Surgery 11 Windsor Road Red Hill QLD 4059 <b>ph: 33692444 fax: 33692035</b> <b>www.redhilldoctors.com.au</b>

### Doctors Philosophy

All the Practitioners run their own medical business from Red Hill Doctors Surgery. They are committed to providing ongoing care to their patients. Their aim is to partner you in maintaining your long-term health and well-being and to facilitate and coordinate your healthcare needs. All practitioners participate in ongoing medical education to maintain their registration. They believe that good general practice can only be achieved by taking time to listen, to observe and to examine. This is their commitment to you.

### General Practitioners

Dr Sue-Ellen Silburn MBBS (Qld) FRACGP

Dr Vicki McIntosh MBBS (Qld) FRACGP

Dr Roy Lancaster MBBS (Qld) Hons FRACGP

Dr Dianne Wruck MBBS (Qld) FRACGP

Dr Jacqueline Greaves MBBS (hons), FRACGP, Dip Paeds, MPH

Dr Emily Musgrave BSc MBBS DFFP(UK) FRACGP

Dr Alexis Lake BSc MBBS DCH SHaFPA FRACGP

Dr Bianca Pettigrew Bsc MBBS FRACGP DipCH

Dr Helena McKeague BSc MBBS FRACGP DipCH

Dr Tej Sandhu MBBS (ANU), FRACGP BPharm (UQ),  
GradCertSpMed (UQ)

Dr Rebecca Uzzell FRACGP MBBS BMedSc

Dr Bernardine McKellar MBBS (Qld)

Dr Genevieve Hopkins MBBS (Qld)

Dr Timothy Davidson MBBS (Qld) FRACGP

Dr Alison Gilmore BSc MBBS FRACGP

Dr Alison Davidson MBBS DRANZCOG FRACGP

Dr Samantha Kirkwood BPharm MBBS FRACGP

Dr Sharnti Caulley MBBS, FRACGP, Dr SB.Sc.

Dr Beres Wenck MBBS FRACGP (Hon) FAMA MAICD

Dr Nicole Weber BSc FRACGP BPharmaceutSc MPharm BMBS FRACGP

Dr Alexandra Hepson MBBS FRACGP DCH

### Allied Health Professional

#### Dietitian

Margaret Brooke BSc, Grad Dip Nutr & Diet, APD

**Appointments:** Consultations are made by appointment with the Practitioner of your choice. Practitioners prefer face to face appointments however Telehealth can be an option for non-acute consults. Urgent cases will be triaged by a Nurse to establish priority. If you have a few things to discuss the Practitioners would appreciate you book a longer appointment. Due to the unpredictable nature of general practice consultations, the Practitioners will sometimes run behind schedule. They apologise for any inconvenience this may cause.

#### Practitioner services offer to their patients:

- Well Women health check
- Pre-Pregnancy Planning
- Babies' growth and development
- Childhood immunisations
- Weight loss or gain advice
- Lap band adjustments
- Hormone releasing IUD, Copper IUD removal  
Contraception implant insertion and removal
- Company medicals: pre-employment
- Iron and Acclasta Infusions
- Men's health issues
- Cancer screening
- Medicinal Cannabis prescribers
- Travel Medicine & vaccinations inc Yellow Fever vaccines
- COVID-19 Vaccinations
- Electrocardiography (ECG) & 24hr Holter Monitor
- 24hr BP monitoring and Echocardiograms
- Chronic Disease Management
- Skin Checks: incl cryotherapy & excision of skin lesions
- Medical examinations eg. Insurance, driving
- Cosmetic injections - Wrinkle reduction and fillers
- Counselling / mental health
- MTOP

**Privacy:** 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 members of staff. If you have any questions please see one of our Reception staff.

**Regular Health checks and early presentation** to a doctor when any symptoms of changes in your body occur are essential as part of good preventative care. Our Recall and Reminder system has been set up to support the long term management of your health needs, please discuss this option with your doctor.

### **Accident and Emergency**

In extreme emergencies such as severe breathing difficulties or severe chest pain, Phone 000 and ask for the Ambulance. If time permits contact the surgery for additional assistance. From time to time patients are placed on hold when ringing the surgery. This can obviously be a problem if the call is very urgent. For urgent attention or emergencies call 000. If you phone the surgery, let the reception staff know immediately that your situation is urgent and it will be dealt with appropriately.

### **Availability of your doctor by telephone**

If your call is a genuine emergency it will be treated as such and one of our Nurses will triage to ascertain urgency and need to come to the practice or go to emergency. For non-urgent cases, the doctors ask their patients to book a face to face or if appropriate a Telehealth appointment. Fees apply for all consultations.

### **After hours**

If you are sick at night or on the weekends and it is not an emergency, you can call National Home Doctor Service 13SICK - 13 74 25 - for medical attention. Details of these calls and/or visits are sent to us to ensure the optimum continuity of care. An alternative to this arrangement is to attend one of the Medicare Urgent Care Clinics <https://www.health.gov.au/find-a-medicare-ucc?language=en>, St Andrews Priority Emergency Centre on Wickham Tce, City Telephone: 07 38344455 or Wesley 24-hour Priority Emergency Centre Chasley Street, Auchenflower Ph: 32327333. These services are privately billed. In the event of a life threatening emergency please ring 000 (zero, zero, zero).

### **Home visits**

Doctors will arrange home visits to their regular patients as clinically required. If your Doctor is not available every effort will be made to accommodate your request but will depend on the availability of other doctors. In the event that a mutually suitable arrangement cannot be made, you may alternately use the Home Doctor Service for medical assistance or present to the St. Andrew's, Wesley Hospital Emergency centres or Royal Brisbane/Children's public hospital emergency departments. All home visits will be privately billed.

### **Prescriptions**

The Doctors are committed to your care therefore it is necessary for patients to make appointments in order to have medication prescribed. This is irrespective of whether the medication is part of an ongoing/life long treatment. Please feel free to discuss this with your Doctor if you have any concerns.

### **Specialist referrals**

A consultation is required for **ALL** specialist referrals without prejudice. This enables your doctor to provide the specialist with the current details of your medical condition. The referral is a legal document, which enables you to claim benefits from Medicare. Please ensure you allow time to arrange this before your specialist appointment. It is illegal for a Doctor to write a referral after you have seen the specialist.

### **Medical certificates**

Patients must see a Doctor to get a medical certificate. If you require a medical certificate please ask your Doctor at the time of consultation. Doctors cannot backdate medical certificates under any circumstances.

### **Management of Investigations**

Your doctor may make a request for further investigations such as **pathology tests** or **X-Rays**. A follow up appointment with your doctor is required to discuss these test results and your future management. Managing your investigation results this way enables your Doctor to support you in maintaining and coordinating your long term health. Results (other than normal Cervical Screening Tests) will **NOT** be communicated over the phone by any Reception or Nursing staff members.

If your Cervical Screening Test result is not completely normal your doctor will arrange a follow-up appointment. **Your co-operation in managing these results is greatly appreciated.**

Your Feedback is important to our practice! **Part of our Quality Improvements** we ask our patients to provide their feedback via CFEF Survey ever 3 years or via email to [reception@redhilldoctors.com.au](mailto:reception@redhilldoctors.com.au). **We always welcome any constructive comments or suggestions.** If you have a complaint or wish to raise a concern you may call to our Practice Manager, Kim Jones on 07 3369 2444, or refer to <https://www.oho.qld.gov.au> if your complaint was unresolved