

SPECIAL SERVICES

We have some special services, such as Mirena insertion and iron infusions, which either do not attract a Medicare rebate or the rebate is considered not to reflect the complexity of the procedure. There will be a private fee for these services, which will be in excess of the usual gap.

SUGGESTIONS, CONCERNS & GRIEVANCES

We take your suggestions, concerns and grievances seriously.

Please feel free to talk to your doctor, receptionist or you may prefer to use our suggestion box located at reception.

Alternatively, contact the Office of the Health Ombudsman, 400 George St. Brisbane 4000. Ph 133646

Privacy -Our Practice is committed to protecting our patients' privacy in accordance with the Privacy Act 1988. To achieve this we will protect and manage the collection, storage, access and dissemination of personal health information.



AFTER HOURS

Please call
Family Care Medical Services
Phone 13 SICK (13 7425)

or

GP afterhours help line to speak to
a Nurse or doctor
Phone 1800 022 222

EMERGENCIES

Call an Ambulance 000

or

Present at Emergency Department
at
Sunshine Coast University Hospital,
or
Nambour Hospital

Poisons Information – 131126

Dr Simon Jeaffreson
Dr Penny Jeaffreson
Dr Jess Geniola
Dr Lauren Collins
Dr Suzette Pyke
Dr Vanessa Nuske
Dr Kate Bradforde
Dr Cameron Knapp

**Suite 5-6,
Buderim Medical & Dental Centre,
Corner King & Box Streets,
Buderim 4556**

Phone: 5456 1011

**After Hours Phone number:
13 SICK (13 7425)**

**GP afterhours help line
1800 022 222**

Surgery Hours

**Monday to Friday 8am – 5pm
Closed weekends and Public Holidays**

Practice Manager – Kim

**Receptionists –Melissa, Gaybrielle & Rachael
Practice Nurses-Kerry ,Nikki & Kez**

PRACTICE INFORMATION

Our services include:

- Aged Health Care
 - Antenatal care
 - Asthma Management
 - Child Health & Development
 - Commercial Driving Medicals
 - Depression Management
 - Diabetes Management
 - Fracture treatment
 - Health Assessments
 - Immunisations
 - Insurance Medicals
 - Iron infusions
 - Men's health
 - Mirena and Implanon insertion
 - Pre employment Medicals
 - Skin Cancer Excisions
 - Suturing
 - Travel advice & vaccinations
 - Warfarin (INR) testing
 - Women's Health
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- Consultations in French are available with Dr Simon Jeaffreson
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- Interpreter Services available phone: 131 450

Sign language interpreter phone: 1800 246 945

Reviewed 28/02/2024

We are Department of Veterans' Affairs and Workcover approved providers.

CONSULTATIONS

We operate by an appointment system. Urgent cases are always accommodated. A routine consultation is 10-15 minutes. A first visit may take longer. If you feel you require a longer consultation time, please advise reception when making your appointment. Should more than one family member need to be seen, please make an appointment for each person. Last minute requests to see siblings or friends will result in delays for all subsequent appointments that day.

Repeats of regular prescriptions require a brief consultation, which will be fitted in between normal appointments. These will be bulked billed and no appointment is necessary. If a third party collects the script, we are unable to bill Medicare and a \$15 fee will apply. If any other matter is discussed the consultation will attract the normal fee.

We also offer Telehealth appointments under certain conditions.

Home Visits are available for regular patients whose condition prevents them from attending the surgery. However, as they cause disruption to the normal working day we ask you to limit these to essential cases.

Reminder System

We offer a reminder system for pathology tests, pap smears, immunisations etc. If you prefer not to receive reminder notices please advise us.

BILLING

Payment is required in **FULL** at the time of consultation. Our gap is \$40.

We can claim the Medicare rebate on your behalf at the time of your visit. This is paid directly into your bank account within a day or two.

Pensioners (Blue Pension card) and Veterans are Bulk Billed. We are **temporarily** Bulk Billing Health Care Cardholders and Commonwealth Senior Cardholders.

Workcover visits will be billed directly to Workcover.

Some services such as Insurance Medical, Commercial driver's License and travel medicine visits will be billed privately as we are legally unable to charge Medicare for these.

Telephone Calls

Your time with Doctor is important so we prefer that consultations not be interrupted by phone calls. Please leave a message with reception stating the reason of your call and a return phone number and we will call back as soon as possible. Your call will always be put through in the case of an emergency.

Results follow up. If your doctor wishes to discuss your results you will be contacted by phone. A letter will be posted to you if we are unable to contact you by phone. You are welcome to phone the surgery for your

results. Most results are available 2 to 3 days after the specimens were collected.