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Website: www.noosaclinic.com.au

Noosa Clinic was established in 1979, originally in Thomas St. Noosaville, to provide General Practice medical services to the community and visitors. We offer a broad range of services covering:

- 1 Acute medicine and minor surgery.
- 2 Trauma management and many aspects of sports medicine
- 3 Diagnosis and antenatal management of pregnancy
- 4 Childhood and travel vaccinations and advice
- 5 Comprehensive assessment, treatment of skin conditions and removal of sun related cancers
- 6 Health assessments and maintenance
- 7 Management of long-term conditions such as hypertension, diabetes, asthma, cholesterol & arthritis
- 8 Acupuncture
- 9 Vasectomies
- 10 Cosmetic Injectables
- 11 Comprehensive in-home assessments for the elderly.
- 12 Management of Nursing Home patients.
- 13 Regular GP clinics at some local retirement villages.
- 14 Home Visits Please call our after-hours mobile 0466 330 690

Noosa Clinic is an Accredited Provider and is open Monday to Saturday, weekdays 8:00am to 6:00pm and Saturday 8:00am to 1pm. Currently there are nine Doctors, five clinic sisters, a practice manager and six Medical Receptionists.

We are located next to a Pharmacy to complement our traditional medical services with pathology, Queensland Breast Screen, private specialist offices and sophisticated general X-ray services close by.

Medical Staff: Noosa Clinic has 3 full-time and 6 part-time general practitioners; special interests are detailed below. All General Practitioners undertake continuing medical education and partake in quality assurance programs. We also have 2 Accredited Skin Cancer Doctors who have completed Advanced Training in Skin Cancer Medicine and Surgery.

Dr Deshanu (Desh) Jayasinghe MBBS (QLD) FRACGP

Desh is a full-time practitioner and the owner of the Noosa Clinic.

Diploma of dermoscopy (SCCA), Diploma of skin cancer medicine and surgery (SCCA)

Born in Sri Lanka but growing up in Brisbane, Desh trained in medicine at the James Cook University, Townsville. He is married to a former favourite doctor of the Clinic, Ayodhya Jayasinghe, and they have 3 children.

Accredited with the Skin Cancer College of Australasia and fully trained in cross polarised dermoscopic skin examination and dermoscopic digital photography, Desh has a special interest in skin cancers. Skin examinations with Desh will involve dermoscopic imaging.

Noosa Clinic has a purpose-built skin theatre to accommodate the removal of skin cancers and other minor skin surgery. Desh also enjoys seeing the full spectrum of general practice.

Dr Leisa Andrews MBBS, FRACGP

Leisa completed her medical degree at Adelaide University (1999) and, after the intern year, completed a year at the Women's and Children's Hospital in Adelaide. Her General Practice Training was completed in Gippsland, Victoria, where she worked for 10 years. During the Gippsland years Leisa had a year traveling in Europe, completed a Graduate Certificate in Medical Acupuncture at Monash University and had 2 children. Her special interests are Medical Acupuncture, Paediatrics and Women's Health.

Dr Julie Josey MBBS, Dip Obs RANZCOG, FRACGP

Julie graduated in 1998, has a diploma in obstetrics and is a Fellow of the RACGP. She has worked previously in far north Queensland, joining the Noosa Clinic in 2007. Dr Julie, who previously shared the obstetric services of Gympie Hospital works part-time with a special interest in women's health and the management of pregnancies through shared care. Julie works part-time at the clinic.

Dr Joanne Pitkin MBBS, FRACGP, DCH

Jo graduated in 1995, has a diploma in Child Health and is a fellow of the RACGP. She has 20 years' experience working in general practice in Queensland, enjoys all aspects of General Practice with special interests in Women's health, Child & Adolescent health, chronic disease management and Aged Care. Joanne works part-time at the clinic.

Dr Rob Tuffley MBBS (QLD) FRACGP DRANZCOG (Advanced)

Dr Rob Tuffley comes to the Noosa Clinic after 35yrs of General practice in Gympie.

He enjoys all areas of General practice and has extensive experience in a wide range of procedural skills and interests including Women's health, Vasectomies, Obstetrics, antenatal and postnatal care, Palliative care, Anaesthetics, Sports and trauma medicine, Paediatrics and Diabetes.

He is on the examining board for the DRANZCOG diploma examination and is still providing anaesthetic services.

Dr Tuffley has been performing skin cancer surgery (including flaps and grafts) and Vasectomies for over 35 years and has extensive experience in Mirena and Implanon insertions.

Dr Arron Whyatt MBBS, FRACGP

Arron is a caring GP with a twenty-year history of rural and remote medicine, both hospital based and in country general practice. He is experienced in aged care, paediatrics, cardiology and diabetic management. He has also done further training in travel and expedition medicine.

Dr Whyatt is working full-time at Noosa Clinic and will welcome all previous patients and new alike.

Dr Kathryn Isbel MBBS, FRACGP

Kathy graduated in 2001 from the University of Queensland.

After hospital experience at The Prince Charles, Caboolture and Redcliffe Hospitals, she moved to General Practice. Kathy has worked across the Sunshine Coast since 2006. She attained her fellowship of the RACGP in 2007.

Kathy has an interest and experience in all aspects of Family medicine, with special interests in aged care and GP trainee education.

Dr Phoebe Williams BSc, MBBS, FRACGP – Please Note – Phoebe is on Extended Personal Leave

Phoebe completed her medical training at the University of Queensland in 2013 and became a fellow of the Royal Australian College of General Practitioners' in 2017. She spent her hospital training years across Brisbane before completing her GP training in far North Queensland enjoying her work with the Aboriginal and Torres Strait Islander population. Dr Williams enjoys all areas of General practice and has completed a Diploma of Child Health.

Dr Luke (Damien) Nevin MBBS (Hons), Dip.musc.med.(Otago), FACRRM, DRANZCOG (Advanced)

Dr Damien Nevin has worked most of his career in rural general practice and hospital based work. The last 10 years has been spent mainly in hospitals around country Queensland undertaking emergency, general medicine, adults, children, obstetrics and gynaecology work.

He graduated from the University of Qld in 1979 and has post graduate qualifications in rural medicine, advanced obstetrics, gynaecology and musculoskeletal medicine.

He has broad experience in many aspects of medical practice and is enthusiastic about contributing to the diverse skill set at the Noosa Clinic.

Dr Nevin will be working part time and aims to give to you the high-quality care the "Noosa Clinic" is renowned for.

He is a private billing GP only. Dr Nevin will follow the Australian Medical Association recommended fee list. Some Chronic Disease and Health Check items will be bulk billed.

Dr Daniel Bothma MB,ChB, MBA, PGDipClinDerm, CCFP, FRACGP

Dr Daniel Bothma is a very experienced skin cancer doctor, previously practicing in Sydney for five years following his move from Canada in 2014.

He holds a Postgraduate Diploma in Dermatology in Clinical Practice through the University of South Wales, as well as a Certificate in Practical Dermoscopy from the Australasian College of Dermatologists, a Diploma in Skin Cancer Surgery and an Advanced Certificate in Dermoscopy from the Australasian College of Cutaneous Oncology.

He is a Fellow of the Royal Australian College of General Practitioners, and a Certificant of the College of Family Physicians of Canada.

He has completed advanced training in Skin Cancer Medicine and Surgery, including advanced flap and graft surgery. Daniel has trained with skin cancer experts, reconstructive and plastic surgeons and continues to attend advanced masterclasses every year to perfect his techniques.

Daniel's interests include the early detection and treatment of skin cancers, the treatment of childhood and adult eczema and dermatitis, psoriasis, and rosacea. He has expertise in advanced skin cancer surgery, notably flap and graft procedures around the head and neck, and lower legs. Superior cosmetic outcomes from skin cancer surgery is a very important aspect of his technique.

Daniel will begin working with the Noosa Clinic from Tuesday 5th November 2019.

Practice Staff:

Nurses:

Kay Tull, Jenny Fulton and Janine Beyer.

Our nurses bring a wealth of experience with wound care, immunisations, INR management, diabetes checks and health management as well as all aspects of general nursing. They work closely with the doctors and enjoy assisting with surgeries as well.

Please feel free to ask for advice from our nursing staff - between them they have a wealth of knowledge.

Kay Stepney

Kay is a dedicated and experienced Outreach Nurse.

Kay does Health Assessments and Care Planning which assists with Chronic Disease Management. Her caring and compassionate personality is part of what makes her a valuable part of our team.

Janine Beyer

Janine is one of our enthusiastic Health Management Nurses who organises Health Assessments for our patients.

Janine is very passionate about Health Coaching (Level 3 Wellness Coaching Aust). She also facilitates the My Health 4 Life program which is a State Government funded program that offers free 6-month Health Coaching to help people achieve their health goals.

Reception Staff:

Julie Hill

Julie is our Practice Manager as well as being the heart and public face of Noosa Clinic.

Mina Smith, Kerry Garlick, Kathy Lindner, Payton Aird-Cardiff, Jada Burroughs & Dee Cameron-Hands.

These obliging, friendly ladies manage appointments, inquiries, accounts and medical information of a non-personal nature. They are the soul of Noosa Clinic and do a wonderful job.

Business Hours: The Surgery operates 8 am to 6pm Monday to Friday, and 8 am to midday on Saturday; Appointments start at 8.00 am and end at 5.30pm. Availability of your Doctor will vary depending on their workload, so please consider seeing another of the Doctors if your preferred Doctor is unavailable.

Fees: The Noosa Clinic is not a Bulk Billing Surgery - The Doctor decides the appropriate fee to be charged for each consultation or procedure. Clinic policy is to Bulk-bill Pensioners, DVA, children under 16 and all secondary students.

Average consultation private fees are as follows:

Level A	\$50.00
Level B	\$80.00
Level C	\$110.00
Level D	\$130.00

The above fees attract a rebate from Medicare. There are 3 ways in which the rebate can be deposited into your account. Firstly, we have a Tyro machine which, if you have a debit card, the rebate can be instantly deposited into your account. If you do not have a debit card, you can provide reception with your bank BSB and Account number and the rebate can be electronically deposited to your account the next day. If Medicare has your bank details on file, they can deposit into your account the next day also. Cheques are no longer available from Medicare.

The following patients will continue to be 'bulk-billed', at the Doctors discretion.

- All pensioner and Veterans Affairs pensioners.
- Patients with chronic conditions requiring frequent review, or frequent tests, at the discretion of their doctor.
- Fitness to drive medicals as an independent consultation.
- Childhood vaccinations as per the Australian Immunisation Schedule.

Significant surgical procedures. Minor procedures will attract a gap at the discretion of the doctor.

Consultation for insurance examinations, pre-employment or employment related medicals, and Work Cover treatments have their own separate fee structure and by law cannot be claimed through Medicare.

Regrettably we cannot advise you regarding the cost of medications, specialist treatment, blood tests and X-Rays as these services are provided by operators external to Noosa Clinic; we advise you to discuss the matter with the relevant provider and if you have genuine difficulty in paying these fees the matter can be discussed with either the reception staff, or your doctor. Alternate arrangements may be possible.

Telephoning/ Electronic Communications with your Doctor:

You may telephone your doctor for advice however, if they are unavailable, reception will take your details and forward the request within a reasonable time frame; please ensure to leave a current contact details with reception. If your GP deems it appropriate, they may charge a fee for their time and will inform you at the time of reply. This protocol also applies to electronic contact such as emails or written enquiries.

Waiting times... Nobody likes to be kept waiting, our staff is aware of this, and try to adhere to appointment schedules. The unpredictable nature of a medical practice means that doctors do sometimes run behind time and we sincerely regret any inconvenience caused to patients when we are behind. Please feel free to telephone our surgery to check whether your doctor is running on time and, if you think you may require a longer appointment, please inform reception staff so they can book appropriately. If you require any assistance, please feel free to ask on our staff members they will be only too happy to help.

Management of your Personal Health Information

To provide you with our health services, we need to collect certain personal information about you (such as the information contained in this form, and any health or clinical information you provide to our GPs or nurses). We will generally collect this from you directly, however, may also collect it from your authorised representative or another healthcare provider you have seen or who has referred you to our clinic.

We may use and disclose your information to third parties for the primary purpose of enabling us to provide you with health care. We require any such third parties to only use your personal information for the purposes of performing the services or activities we have engaged them to provide. For more information refer to our Privacy Policy which is available through our website or by request from our reception staff.

Children and Babies: If you need assistance with a baby please see our staff. They will be pleased to help you.

People with Disabilities: The surgery is level and access in a wheelchair is usually not a problem, there is an emergency access at the side. If you have any specific needs, please don't hesitate to inform the staff.

Making Appointments: We run a forward appointments system keeping times available to fit in urgent problems. You can make an appointment with your doctor by telephoning the surgery; urgent medical problems will be dealt with promptly if you make it clear to reception staff that you consider the situation is significant. Bookings are made at 15-minute intervals and this means you can expect to spend up to 15 minutes with the doctor. This may change if there are emergencies or the surgery is very busy. You can always phone the surgery to determine if there are any delays. As we are a group practice, we do endeavour to make appointments for you with the GP of your choice. If this GP is unavailable reception staff will offer you an alternative Doctor who is able to access your patient record.

If you feel you will need to spend more time with the doctor please let the receptionist know you require a longer booking.

Examples of consultations which will generally take longer than 15 minutes are:

1. 'Shopping List' of several minor problems can take more time than an in-depth single item.
2. Requirements for overseas travel-please bring an itinerary with you.
3. Personal problems, counselling or complex situations require considerable time to unravel.
4. 'Check-ups. Illness or Wellness is complex, never simple.

5. Physical examinations for commercial driving licence, employment applications etc.
 6. Pap Smears are usually a double appointment.
 7. First antenatal checks.
 8. First visits often take more time to detail history.
- In the above circumstances the doctor may need to ask you to return for a longer appointment time.

Home visits: If you are genuinely unable to attend the surgery your Doctor can visit you at home if you live in the Tewantin, Noosaville, Noosa Heads. It may be more appropriate to have us arrange transport for you to the surgery where management is much more effective. Requests for House calls are best made before 10 am. And please consider that house calls are time consuming and the Doctor can usually help at least 4 people in the surgery in the time taken to visit one at home. If you request a house call the receptionist may enquire about the nature of your problem or connect you to your Doctor to assess urgency; many problems are not safely manageable in the home; Reception will assist you to determine the best management, and transport if needed.

Allied Health:

We have an in-house Podiatrist – Ms Alannah Andrews

Ms Alannah Andrews - B.App.Sc (Pod), Grad. Dip (Geront), M.Bus (M'gmt) M.A.Pod.A

Alannah is a Senior Clinical Podiatrist with over 20 years of clinical podiatry experience. This has included being a lecturer and clinical supervisor at Charles Sturt University (Albury), Project Manager, Metro North Hospital and Health Service - High Risk Foot Clinics, Consulting Podiatrist for Australian Defence Force at Latchford Barracks (Bonegilla) and Private Practice – Albury Wodonga.

Alannah is a Member of the Accredited Practicing Podiatrists – High Risk Foot group.

Special interests include:

- Diabetes, Rheumatoid and Osteoarthritis, Wound Care and Parkinson's Disease.
- Health educator and workshop facilitator on the Screening and Identification of the High Risk Foot.

Specialist services:

- General footcare
- Wound management (including pressure offloading)
- Vascular studies including ABI, TBI and toe pressure analysis
- Nail surgery
- Plantar pressure analysis
- Measurement and supply of Medical grade and extra depth footwear
- Home visiting services

After Hours Services: If the matter is very urgent please call Qld. Ambulance on 000.

If you feel you have a significant illness, and after-hours treatment or advice is required, please contact the Noosa Clinic Doctor on call on 0466 330 690.

No After Hours home visits / treatments are bulk-billed; Fees start from \$150.

Reminder Systems:

Our practice is committed to preventative care. We may issue you with a reminder notice via SMS, phone call and/or letter from time to time offering you preventative health services appropriate to your care. There are also Federal and State registers and reminder systems for certain conditions/prevention activities. If you do not wish to be part of this system, please advise the reception staff.

This practice has a “NO SMOKING” policy

Test Results

It is practice policy that test results are not be given over the telephone. We do this to protect your privacy and to provide you with high quality healthcare. If your doctor wishes to discuss test results, our practice will contact you via SMS, phone call and/or letter to arrange a follow up appointment. You may also request an appointment to discuss any results with the doctor.

Email Policy

It is the policy of Noosa Clinic not to email patients their results or any other private information except for exceptional circumstances.

The patient can either pick up or we can post the information directly.

Thank you for your understanding.

Emergency contact and cultural background

It is important that you identify someone we can contact in case of emergency or in case we are unable to reach you. It is also recommended that you inform us of your cultural background so we can provide you with the most appropriate care.

Patient Feedback:

Occasionally this practice invites patients to complete a confidential questionnaire on their views of the practice and how it could be improved. A suggestion box is also provided should you wish to volunteer a comment, or you could speak directly to our staff without prejudice.

If you have a complaint or a suggestion, please feel free to discuss this with your GP or our reception staff or place it in our suggestion box. If you feel that you are unable to discuss with Clinic staff or your Doctor and wish to take your concern further, that is discuss the matter with authorities outside the surgery, several options are available including the Medical Registration Board, AMA or Health Rights Commission.

The address for these formal complaints is:

QLD

The Office of the Health Ombudsman

Phone: 133 646 website: <https://www.oho.qld.gov.au/>

PRIVACY: All patient consultations and medical records are kept strictly confidential and there is a comprehensive Privacy Statement available should you wish to view it. Your medical record is a confidential document. It is always the policy of our practice to maintain security of personal health information and to ensure that this information is only available to authorized staff members. To assist us in conforming with the law, please do not enquire about family or friends as even such general advice is considered legally confidential.

Management of your Personal Health Information: We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Patients who wish to access their own recorded medical information should make a request either through office staff or their doctor. There may be a cost attached to such requests.

Updated 13/09/2019