



A Fresh Approach to Your Health and Skin Cancer Care

306A/90 Goodchap St. Noosaville Qld. 4566

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Website: www.noosaclinic.com.au

Noosa Clinic is a fully accredited practice providing person-centred, comprehensive, and coordinated healthcare to individuals and families.

Our friendly, modern clinic is centrally located at 306a/90 Goodchap Street, Noosaville Qld 4566, with easily accessible parking.

Noosa Clinic has a very empathetic and pragmatic team that will quickly and professionally respond to your needs as our patient.

Our goals are to provide you and your family continuity of care and ensure that you feel cared for and respected by our staff and doctors.

We are open Monday to Saturday, weekdays 8:00am to 5:30pm and Saturday 8:00am to 12.30pm.

Availability of your Doctor will vary depending on their workload, so please consider seeing another of the Doctors if your preferred Doctor is unavailable.

The Noosa Clinic is located next to a Pharmacy to complement our traditional medical services with pathology, radiology, Queensland Breast Screen and a host of other specialist services.

We offer services such as:

- ❖ Acupuncture
- ❖ Chronic Disease Management
- ❖ Management of Nursing Home patients
- ❖ Women's Health, Pregnancy/Ante Natal Care
- ❖ Acute medicine and minor surgery
- ❖ Skin Cancer diagnosis and management
- ❖ Sedation in skin surgery
- ❖ Coordinated Veterans Care (CVC) program
- ❖ Men's Health
- ❖ Immunisations and vaccinations
- ❖ Health Assessments – all age groups
- ❖ Allied Health

Medical Staff:

Noosa Clinic has full-time and part-time general practitioners. All General Practitioners undertake continuing medical education and partake in quality assurance programs.

We also have an Accredited Skin Cancer Doctor who has 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 Joanne Pitkin MBBS, FRACGP, DCH

Jo graduated in 1995, has a diploma in Child Health and is a fellow of the RACGP. She has more than 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 came 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.

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. He also provides anaesthetic services.

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 works full-time at Noosa Clinic but also does some rural and remote locum work out west.

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

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.

Practice Staff:

Nurses:

Jenny Fulton, Janine Beyer and Kay Stepney.

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 is our dedicated and experienced Outreach Nurse. Kay does Health Assessments and Care Planning along with a variety of health and wellness checks which assists with Chronic Disease Management. Her caring and compassionate personality is part of what makes her a valuable part of our team.

Practice Manager:

Julie Hill has worked for the Noosa Clinic for 16 years and has been Practice Manager for 2 of those years. Please feel free to say hi and speak to Julie any time.

Reception Staff:

Kathy Lindner, Jada Burroughs, Payton Aird-Cardiff and 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.

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 Practising Podiatrists – High Risk Foot group.

Fees:

The Noosa Clinic is not a Bulk Billing Surgery - The Doctor decides the appropriate fee to be charged for each consultation or procedure.

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 2 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 and Medicare has your bank details on file, they can deposit into your account the next day also. Cheques are no longer available from Medicare.

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 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 do not 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 may be able to 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. 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.

After Hours Services:

If the matter is very urgent please call Queensland 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 to only email patient's information when they have completed the Email Consent form and had this saved on their file.

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 <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.

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