

Fernlands Radius

Medical Centre

Providing a standard of health care beyond your expectations.

Make an Online Appointment at: www.frmc.com.au

6/10 WOODHILL ROAD, FERNY HILLS 4055

Phone: 3550 5000

Fax: 3351 0017

After Hours 137 425 (13 SICK)

E-mail: medical@frmc.com.au

PO Box 815, ASPLEY 4034

PRACTICE INFORMATION SHEET

Attending Doctors

Dr. Sudha Kumar

Dr. Robyn Barrett

Dr. Rebecca Ostrenski

Dr. Kylie Kyle

Dr. Anne-Carlijn Merry

Dr. Katherine Leonard

Dr Ayesha Ghouse Ahmed

Dr Kylie McMahon

Practice Nurses

Ms Jannat Fardhousi

Ms Harpreet Kaur

Mr Darshan Poopalan

Reception Staff

Ms Linda Bullock

Ms Julie Bayliss

Ms Emily Kappas

Ms Rebecca Abbott

Ms Sue Laffin

Ms Susie Kugelman

Consultation Hours

Monday & Thursday

8 am – 7 p.m.*.

Tuesday, Wednesday & Friday

8 am – 6 p.m.

* - subject to Doctor Availability

Welcome to FERNLANDS Radius Medical Centre. This is a family practice that prides itself in providing a standard of health care beyond your expectations. Our friendly staff and caring doctors promise to look after your health holistically.

Our services may include (but not limited to):

- Accident & Emergency
- Aged Care
- Asthma Clinic
- Baby Health Checks
- Childhood Immunisation
- COPD Clinic
- Counselling
- Diabetes Clinic and risk assessment
- Electrocardiograms
- Fracture Management
- General Medicine
- Health Assessments
- Health Checks
- Hypertension
- Lung Function Testing
- Medicals
- Mental Health
- Men's Health
- Minor Surgery
- Paediatrics
- Palliative care
- Preventative Medicine
- Skin Checks/ Dermatology
- Travel Vaccinations/ Medicine
- Women's Health
- Implanon and mirena (IUCD) insertion
- Allied Health including Nutritionist / Podiatrist/ Psychologist

Consultation fees

FERNLANDS Radius Medical Centre is a mixed-billing practice. We bulk bill all patients under the age of 12 and over 75 years old. All other patients are charged full payment for consultations. Please be advised that minor surgery, medication, injection etc. provided in the treatment room may incur additional charges. Please ask reception for complete fee structure. We have EASYCLAIM system in place which allows immediate transfer of Medicare rebate onto your credit /debit card.

CONSULTATIONS	Adults >16 but <75 years with no concession card	Adults <75 years with concession card & children >12 but <16 years	Children <12 years & Adults >75 years
Standard Consultation < 20 minutes	\$85.00	\$65.00	Bulk-Billed
Longer Consultation > 20 minutes	\$125.00	\$100.00	Bulk-Billed
Prolonged Consultation > 40 minutes	\$160.00	\$135.00	Bulk-Billed

Consultation

A standard consultation is for 15-minutes. Please let reception staffs know if longer consultation is required. Recurring appointments can also be made at your request.

If your condition requires urgent attention, be assured that you will be seen as an emergency.

Preferred Doctor*

We encourage you to ask for your preferred Doctor for an appointment.

At least 4 hours' notice is required for cancellation of appointments. A charge of \$10 will apply for each appointment not attended or sufficient notice not given.

After Hours Services

Our practice subscribes to *Family Care* for after-hours health care needs of our patients. Please phone **13 SICK (137425)** if you require after hours medical attention.

Home Visits*

Some of our doctors do home visits (10km radius) for their patients. These visits attract a gap fee of \$80.00

Please Note:

Fees (\$30.00 - \$180.00) may apply for Treatment Room facility/consumables & vaccines

Reminder for your appointments

We try to remind you of your appointments the day before. We can SMS or make a phone call. Please inform the reception staff of your preferred method.

Test Results

We ask you to **return** for the **results** of **all** your tests (except pap-smear). These consultations are bulk billed.

Interpreter Service

An interpreter service is available on 131 450 for patients, where a language barrier arises. An Australian Interpreter Service for the impaired hearing is also available by phoning 1800 246 945.

Medical Certificate

For doctors to provide Medical Certificates it is necessary for the doctor to consult the patient for that ailment. *It is illegal to backdate medical certificates.*

Patients Privacy

This practice is committed to providing complete General Practice Care to individuals and families. All patient consultations and medical records are kept strictly confidential. No personal information will be disclosed to third party without a written approval from the patient concerned. A copy of your medical records will be made available to you upon a written request or authority.

Practice Policy is available from Reception or can be downloaded from our website at: www.frmc.com.au

Repeat Prescriptions

Repeat prescriptions are only given during a consultation, however some prescriptions may be provided without an appointment if the patient has been seen in the last three months. There is a **\$20.00 charge** for this service. **Please allow 24 hours for over the phone Scripts Requests to be processed.**

Vaccination

Scheduled immunization and travel vaccinations are available through our practice. Our Practice has a purpose-built fridge to store vaccines.

Reminder Systems

The practice has a computerised reminder/recall system in place to follow up blood tests, health assessments, immunizations, paps smear etc.

An SMS/letter is sent to the patient when the reminder/recall is due. Phone contact may also be made. If you do not wish to have any of the above means of contact, then please advise reception staff and provide an alternative means of communication. Our practice also participates in the federal/state reminder system. Your permission will be required in such cases.

Specialist Referral

Referrals for specialists are usually written at time of consultation or an appointment will be required. You will need to make sure you have your referral prior to your specialist appointment. They cannot be backdated by law.

Sterilising

All re-usable equipment is sterilised through a fully accredited autoclave by trained staff.

Telephone Contact

Doctors and nurses can be contacted by telephone on 3550 5000. They will return your call at the earliest convenience. *However, if your call regards a life-threatening matter then you should phone '000'.*

Please allow 24 hours for all telephone enquiries and requests to be processed.

Workers Compensation

Visits for a work-related injury/illness are treated at the expense of the injured worker and payment in full is required at the time of each consultation.

Grievances

Grievances will be dealt with promptly. If you still feel unhappy with the resolution, you may contact, Fernlands Radius Medical Centre,

Attention: Practice-Principal

fernlandsmedical@frmc.com.au

or the Office of the Health Onbudsman on 131646 or the Office of the Health Ombudsman website www.oho.qld.gov.au

www.safetyandquality.gov.au

www.healthinsite.gov.au

* Subject to Doctor availability

Our Commitment

As your chosen Family Practice, we are dedicated to providing high quality health care. All our staffs are continually involved in formal and informal education, which is both necessary and vital in ensuring consistent improvement in our delivery of quality health care to you and your family

Meet our staff

Dr Sudha Kumar (Principal)
MBBS, FRACGP, DRANZCOG.

Sudha has been with the practice since its inception in 2003. She holds a Diploma in Obstetrics & Gynaecology. Sudha has worked extensively in RBWH, MCH and TPCH. Sudha has interests in Paediatrics, Women's health, General medical, Aged & Palliative care, Mental Health and Academia.

Availability:
Mon, Tue, Thurs & Fri

Dr Robyn Barrett
MBBS, FRACGP

Robyn graduated from the University of Queensland in 1990. She spent some years working in various hospitals as well as Royal Melbourne Hospital. During this time she gained experience in Emergency Medicine & Intensive Care. Since entering General Practice in 2003, Dr Robyn has developed special interests in antenatal care, paediatrics, women's health & mental health.

Availability
Mon, Wed & Fri

Dr Kylie McMahon
BA/LLB (Hons) MBBS, FRACGP

Kylie graduated from Bond University in 2014. After graduation she worked in many tertiary hospitals in Brisbane, including the Princess Alexandra Hospital and the QLD Children's Hospital before moving into general practice. She is passionate about dermatology, women's health and children's health.

Availability:
Mon & Fri

Dr Rebecca Ostrenski
MBBS, FRACGP, DCH

Rebecca graduated from Griffith University, QLD in 2009. She spent the next several years rotating through all specialities at Logan Hospital, with particular focus on Obstetrics/Gynaecology & General Medicine. Rebecca is passionate about women's and children's health, Mental Health & General Medicine, emphasizing preventative measures & general health promotion. Rebecca has a Diploma of Child Health from Westmead Hospital Sydney

Availability:
Mon, Wed & Thu (AM)

Dr Kylie Kyle
MBBS, FRACGP

A University of QLD graduate, Kylie has worked at TPCH & RBH with a focus on General Medicine and Cardiology before entering General Practice in 2014.

Kylie emphasises holistic family medicine with a special interest in women's health, antenatal care and chronic disease management.

Availability:
Tue & Wed (AM)

Trainee Doctors (Registrars)

Our centre being a training practice usually has 1-3 trainee Doctors every 6 to 12 months. All trainees/Registrars are attached to the practice under strict practice policy and guidelines. Constant support from the more experienced doctors is available to trainees at all times.

Dr Katherine Leonard

MBBS. DCH

Katherine graduated from The University of Queensland in 2017. Prior to commencing general practice training she has spent 3 years working at the Mater, Logan and the Queensland Children's Hospital in a variety of disciplines including paediatrics, obstetrics & gynaecology and mental health.

She is interested in all aspects of general practice but particularly women's health and paediatrics.

Availability:

Mon, Tue, Thu & Fri

Dr Anne-Carlijn Merry (Anneke)

AMC, MD. DCH

Anneke graduated with honours from Netherlands in 2007. She has worked in several areas of adult medicine at the RBWH and TPCH. Prior to commencing work in GP practice, she worked as an after-hours home doctor and then several years in paediatrics. She holds a Diploma in Child Health. Annekes' special interests are in children's and women's health.

Availability:

Mon & Thurs

Dr Ayesha G Ahmed

MBBS

Ayesha graduated in 2008 from India and completed her postgraduate degree in Anaesthesia. After moving to Australia, she has spent her time working in The Prince Charles and Mater Hospital.

Ayesha has interests in all areas of general practice. She can speak fluently in English, Hindi and Tamil.

Availability:

Tue & Fri

Nursing Staff

Jannat Fardhousi (RN)

Jannat joined our practice in July 2018. She has clinical experience in several settings including QUT health clinic, aged care, cardiology, neurosurgical, thoracic, community nursing and critical care. She is passionate about nursing and dedicated to successful patient outcome.

Preet Kaur (RN)

Preet graduated from the University of Southern QLD in 2016. After successfully completing her University placements at different hospitals and working at the Medical Staff Agency she decided to join our practice as a Registered Nurse from May 2020.

10 Tips for safer health care

1. Be actively involved in your own healthcare

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs

3. Speak up if you have any questions or concerns

Ask questions

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.

5. Learn more about your condition or treatment

Collect as much reliable information as you can.

Ask your health care professional:

- What should I look out for?
- Please tell me more about my condition, tests, and treatment.
- How will the test or treatments help me and what is involved?
- What are the risks and what is likely to happen if I don't have this treatment?

7. Keep a list of all medicines you are taking

Include:

- Prescriptions, over the counter and complementary medicines (e.g., vitamins & herbs); and
- Information about drug allergies you may have

9. Make sure you understand the medicines you are taking

Read the label, including the warnings:

Make sure it is what your doctor ordered for you.

Ask about:

- Directions for use
- Possible side effects or interactions; and
- How long you will need to take it for.

2. Get the results of any tests or procedures

Return to your doctor to find out results

Ask what they mean for your care

4. Talk about your options if you need to go into hospital

Ask:

- How quickly does this need to happen?
- Is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

6. Make sure what will happen if you need surgery or procedure

Ask:

- What will the surgery or procedures involve and are there any risks?
- Are there other possible treatments?
- How much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug

8. Make sure you, your doctor and your surgeon all agree on exactly what will be done.

Confirm which operation will be performed and where, as close as possible to it happening.

10. Before you leave hospital, ask your healthcare professional to explain the treatment plan you will use at home.

Make sure you understand your continuing treatment, medicines, and follow-up care.

Visit your GP as soon as possible after you are discharged.