

TEST RESULTS

Test results will not be given over the phone. To receive test results, you will need to book a follow up appointment with your GP. Please allow few days for routine pathology results to be processed. Urgent tests are usually available within 24 hours.

SOME OF THE SERVICES PROVIDED

- GP Management Plans and Team Care Arrangement (for patients with chronic and complex problems)
- 45-49 year old health assessment
- Annual over 75 health assessment
- Childhood immunisation
- Travel vaccination
- Prenatal, Antenatal and post-natal care
- Skin check
- Minor surgical procedure and cryotherapy
- Women's, men's and child and adolescent health

REMINDER SYSTEM

Our practice is committed to providing preventative health management through various disease specific registers. We also operate a reminder system for preventative health services. If you do not wish to be part of this system, please advise reception staff.

MANAGEMENT OF PERSONAL HEALTH INFORMATION

Your medical records are private and confidential, and only available to authorised members of staff. All information at Cairns GP Medical Centre is managed in accordance with the Australian Privacy Principles and the Privacy Act. We have a privacy policy and a collection statement which are available at reception or on our website. If you have any concerns or a complaint regarding the privacy of your personal health information held by the practice, please ask to speak to the Practice Manager. Matters which are unable to be resolved within the practice may be referred to the Office of the Australian Information Commissioner at www.oaic.gov.au

SUGGESTIONS AND COMPLAINTS

If you have any concerns, complaints or suggestions about any aspect of our services, we would appreciate hearing about them and we will take them seriously. Please:

- phone 4031 7968
- write to the Practice Manager, Cairns GP Medical Centre, 377 Sheridan Street, Cairns North 4870
- use our suggestion box

Matters which are unable to be resolved within the practice may be referred to:

Office of the Health Ombudsman
PO Box 13281, George St, Brisbane 4003.
Telephone: 133 646.
www.oho.qld.gov.au



Tel: 07 4031 7968
Fax: 07 4031 7812
377 Sheridan Street
Cairns North 4870
www.cairnsgp.com.au



We are passionate about delivering a comprehensive range health care services. Our bulk billing doctors provide complete family health care to the whole Cairns region.

**PRACTICE INFORMATION
BROCHURE**

APPOINTMENTS

Please call 07 4031 7968 to make an appointment.

Every effort will be made to accommodate your preferred time and choice of practitioner. If there are no vacancies with your usual GP, you will be offered the option of seeing another doctor. If you require an urgent appointment, please advise the reception staff who will organize a same-day appointment.

Standard appointment time is 10 minutes. If you require a longer appointment, please ask the receptionist for a double appointment. Longer appointments may be necessary if you are a new patient, have a list of issues, have forms that need to be completed or require a minor surgical procedure.

OUR PRACTICE TEAM:



Dr Raj Kumar Kudikyala Dr Suresh Kesavan



AFTER-HOURS SERVICE

Cairns GP Medical Centre's after-hours care is provided by House Call Doctor. Bulk billing is generally available. Please contact them at 135566 or www.housecalldoctor.com.au
For emergencies, dial "000" immediately.

HOME VISITS

Home visits are available for registered patients of Cairns GP Medical Centre whose condition prevents them from attending the practice. Unless urgent, home visits will be undertaken outside of consulting times.

FEES

Fees and charges are clearly displayed at the reception desk. All concession card holders, DVA patients, children under 16 years of age and full-time students are bulk-billed.

For private patients:

Standard consultation - \$60.00

Long consultation - \$90.00

You are requested to settle your account at the end of your consultation – we accept cash, credit card or EFTPOS. We are also registered with Medicare Australia Online, which allows us to process your Medicare claim for you. You will need to register your bank details with Medicare.

PRESCRIPTIONS

It is in your best interest for medications to be discussed as part of a consultation process. Please ensure an appointment has been booked prior to your repeat prescription expiring. Prescriptions for regular medications only can be obtained without seeing a doctor if your doctor has previously agreed to this and you have seen your doctor in the last 3 months. Prescriptions will not be faxed to pharmacies.

CONTACTING YOUR DOCTOR

You may contact your doctor by phone during normal opening hours. The receptionist will take your call initially and relay your request to the doctor. The doctor will return your call at their earliest convenience, usually within 24 hours. If you have an urgent matter, please let the receptionist know and you will be transferred to the practice nurse to be triaged.

Your privacy and confidentiality may be compromised when using email on our website. Urgent enquires and appointment requests should not be done via email or the website. We do not use email communication if personal information is to be included. You may request our written policy on receiving and returning electronic communication.

CONSULTING HOURS:

Monday to Friday:

8.00am – 10.00pm

Saturday and Sunday and Public Holidays:

8.00am – 3.00pm



Tel: 07 4031 7968

Fax: 07 4031 7812

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