



absolute

HEALTH & SKIN CLINIC

SHOP 4 PRIMEWEST HOMEMAKER CENTRE
414 YAAMBA ROAD, NORMAN GARDENS QLD 4701
PHONE: (07) 4928 7008 FAX: (07) 4926 9575

DOCTORS

Dr Sally Dela Cruz

Dr Sangeetha Leela Mony

Dr Darius Adybeik

Dr Jai Kaushik

Dr Edward Lee

Dr Anil Sunda

Dr Maleeha Farooqui

Dr Pradheepa Sithranjan

Dr Bhumika Khetan

PRACTICE MANAGER

Lynette Glover

NURSING STAFF

Lara Lauga Kerrie Ramm Kylie Stephens

Sarah Beirton Karren Haywood Rebekah O'Keefe

RECEPTION STAFF

Cheryl Lane Kimberly Jones Jordan Parrish

Sharnee Pakleppa Maddison Scott Stephanie Shelfoon

APPOINTMENTS

Routine Appointments are available:

Monday to Friday: 8.30am to 5.00pm

Saturday & Sunday: Closed

Regular appointments are available with all of our Doctors during the above times. We also offer individual consultations with our Practice Nurses. Routine appointments are for 10 - 15 minutes. Extended appointments are available on request. If you have more than one problem and will need more time, ask for a longer consultation when booking. Extended appointments will incur an additional charge.

If you no longer need or cannot get to an appointment, please phone the surgery to cancel the appointment so that the time can be offered to another patient. We reserve the right to charge a fee for any appointment that is not cancelled.

Urgent appointments will always be given on the same day for urgent medical conditions, but it may not always be possible for you to see your normal Doctor.

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you are booking the appointment.

AFTER HOURS

The practice provides 24-hour care for patients through our affiliation with the medical deputizing service, House Call Doctor (Rockhampton) and the Mater Rockhampton Emergency Care Centre.

House Call Doctor can be contacted on 135566 or online at <https://housecalldoctor.com.au/house-call-doctor-rockhampton/> House Call Doctor operate outside of the surgery opening hours – 365 days a year. Mater Rockhampton Emergency Care Centre are open 7am – 11pm 365 days a year.

All patients that have had surgery will be provided with a direct number to one of our Doctors.

In case of emergency please call 000.

HOME AND OTHER VISITS

Please inform the reception staff at the surgery as soon as possible after 9am if you believe you require a home visit. The receptionist will then take your details and a nurse will call you back to discuss your case with you. The Doctor will visit you if you have an urgent medical problem that means you cannot come to the surgery.

Home visits are strictly for regular patients within Rockhampton who are seriously ill and whose medical condition prevents them from attending the surgery or getting an ambulance.

SERVICES

We encourage our patients to have a REGULAR GP.

In addition to regular services we also offer:

- Skin Cancer Services
- Family planning
- Pap smears
- ECG - heart check
- Travel Medicine
- Vaccinations
- Minor surgery - stitching cuts, removal of moles and sunspots, liquid nitrogen freezing therapy for sun spots and warts
- Women's Health
- Sports medicine

TEST RESULTS

We offer instant tests for patients on blood thinners, urine tests, pregnancy tests and glucose levels. All other blood tests are sent to the pathology laboratory of your choice.

We do not have any preferential laboratory and all costs associated with your tests are your responsibility.

Your Doctor will advise when they expect your results to arrive at the practice. The nurse will notify you if you need to return to see the Doctor. If there are no abnormalities with your test results, you will not receive a call from the practice.

FEES

Absolute Health and Skin Clinic is a private billing practice. We do not provide accounts and all fees must be settled at the time of consultation. Fees are payable by cash, cheque, Bankcard, Mastercard or Visa. Our billing policy is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss it with us. We do provide a bulk billing service for Aged >65 Pension card holders who are regular patients at our surgery. We also provide discounted fees for all other pension card and health care card holders.

RECALL AND REMINDERS

Our practice is committed to preventative care. Your Doctor will seek your permission to be included in our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your Doctor or the receptionist know.

The Federal Government also provides an independent reminder system for certain conditions. Our practice will only provide them with your health information with your permission

We also provide an annual nurse base home visit for all our patients over 75 and will also offer any patient with a chronic medical condition the option of a comprehensive care plan. These services are fully funded by Medicare.

TELEPHONE CALLS

If you need to speak with one of our Doctors, your call will be initially handled by one of our highly qualified Nurses. In most cases, they will be able to assist you. Should your problem require your Doctor's attention, either an appointment will be arranged or the Doctor will call you back.

In order to provide quality of care to all our patients, Doctors will not be interrupted during a consultation except in an emergency.

Our Practice does not encourage electronic communication due to the security of confidential information.

HEALTH INFORMATION

Your medical record is a confidential document.

It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the 10 National Privacy Principles available at
<http://www.privacy.gov.au/health/index.html>

WE ARE COMMITTED TO QUALITY IMPROVMENT

If you have a recommendation, concern, compliment or complaint then we would like you to please tell us. Please feel free to talk to your Doctor, Nurses, Receptionists or our Practice Manager.

If you prefer to write to us, you can submit your feed back via our website:

<https://www.absolutehealthandskin.com.au/contact-us> or use our suggestion box located on the table in the waiting room.

YOUR RIGHTS

For any serious complaint that you feel you are unable to resolve by talking to us...

Contact details for Office of the Health Ombudsman (OHO):

Office of the Health Ombudsman

PO Box 13281

George Street

Brisbane QLD 4003

Phone: 133 OHO (133 646)

Fax: (07) 3319 6350

Email: [complaints @oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

Website: www.oho.qld.gov.au

THIS PRACTICE HAS A NO SMOKING POLICY