

## PRACTICE INFORMATION



Cnr Watson & Barolin St  
Bundaberg QLD 4670

Telephone: 07 4151 2255  
Fax: 07 4151 2288

**Opening Hours:** The Centre is open from **8:00 am to 5:00 pm Monday to Friday.**

**Weekend Saturday:** Our doctors provide an afterhours GP service for patients of Aspire Medical Centre who reside in the Bundaberg Region. You can phone the doctor on **0493 707 735**, there is a private fee of **\$300** for afterhours GP services in which is not claimable through Medicare.

**After-Hours Medical Care:** **Bundaberg Hospital Emergency Department** open 24 hours a day, for all **URGENT** matters.  
**Friendly Society Private Hospital** 07 4331 1000  
**13 CURE (after hours home doctor)** 13 28 73  
**Afterhours GP helpline:** 1800 022 222  
**House Call Doctor** 13 55 66

**ALWAYS CALL '000' in an emergency from landline, '112' from mobile phone.**

ASPIRE Medical Centre was purpose built to provide our patients with friendly and traditional medical care, delivered in modern comfortable surroundings.

Our Medical Practitioners are committed to comprehensive family care, have special interests and additional skills in the areas listed below:

Our Registered Nurse Venu is experienced in all aspects of general nursing care. His special interests are wound care, and he will be looking after the area of Chronic Disease management. Our EN Candice / RN's Venu Pabbati / will look after vaccinations, procedures, and wound care.

Our reception staff: Venu Pabbati (Practice Manager/Practice Nurse), Erica (Asst Practice Manager), Tiarnie, Anjana and Jo have many years' experiences and welcome you to our practice.

**See our website:** [www.aspiremedical.com.au](http://www.aspiremedical.com.au) for additional information and news from our practice.

### Our G P's

### Special Interests

Dr Sreedevi Pabbati (Female)	Family Medicine, Women's Health, Child health
Dr Antonino Capulong	Family Medicine, Skin Cancer, Chronic Disease Management
Dr Vikalp Patel	Family Medicine, Skin Cancer, Chronic Disease Management
Dr Sugnyany Kalvakuntla (Female)	Family Medicine, Skin Cancer, Chronic Disease Management

**Appointments:** This clinic runs an appointment system. Please telephone the surgery in advance to book your appointment. If your problem is urgent, please advise the receptionist, and you will be dealt with promptly. Long consultations are available if required (please advise at time of booking).

**You are encouraged to request an appointment with your regular Doctor to ensure continuity of care.**

In the event you are unable to attend an appointment, we require 24hrs notice. If you fail to attend an appointment or cancel within 24 hrs a fee will be applied. (Fee information available at reception)  
Habitual non attendees will be excluded from further appointments at this practice.

**Home and Nursing home visits** are available for regular patients, too unwell to attend the surgery (Conditions apply and at doctors' discretion).

**Recalls & Reminders:** This practice routinely sends recall and reminder letters and / or SMS to patients regarding further consultations and assessments. This is particularly useful for Pap Smears and Vaccinations.

When investigations are ordered by your doctor, it is your responsibility to ensure that you obtain these results. It is recommended that you make a follow-up appointment to discuss the results. In the case of abnormal results, we will recall you. It is therefore essential that you advise us when there is a change to your address and contact details.

**Medical fees:** This medical centre is a mixed billing clinic. We charge what we believe are reasonable fees for our services, and discounts / bulk billing is available, please see reception for details of our bulk billing criteria. Payment is expected at the time of consult, however if you are under genuine financial stress, please discuss with your doctor. Eftpos / Medicare Easy claim facilities are available.

**Standard Consult Fee \$ 80**

**Long Consult Fee \$130**

**Facility Fee: Bulkbilling co-payment for additional consumables if required.**

More information relating to our fees is available from reception.

Patients should be aware that there is a **potential for out-of-pocket expenses** if you are referred for services such as pathology, imaging, specialist, or allied health. Please discuss with your doctor if an alternative is available if costs pose a barrier to you accessing these services.

**Vaccinations:** A complete range of childhood vaccinations are kept in stock at this clinic as well as most travel vaccination requirements (please ask at reception as some may need to be ordered).

**Telephone and email contact with Doctors:** It is often difficult for the doctor to interrupt a consultation with a patient to accept a telephone call. You will generally be asked to leave a message and doctor will return the call when available. Only urgent calls will be taken. If you wish to contact your doctor via email, please request details from reception.

**Your health information Privacy and confidentiality:** Confidentiality is paramount at this clinic. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorized members of staff and other health providers and third parties when necessary. Further information regarding privacy matters is available at reception.

**Additional information:** It is the policy of this practice that an **appointment** is required to complete any **documentation**. This includes Centrelink forms, referrals and travel forms etc. It is also the policy of this practice that an appointment is generally required for **repeat prescriptions, however repeat scripts may be available without a visit, fees and conditions apply – ask reception for details.**

**We observe a STRICT 'NO SMOKING' policy on our premises, this includes the car park and within 5 metres of the property boundary.**

**We also have a ZERO tolerance policy for aggressive, abusive or violent behaviour towards any staff member or our doctor's.**

**Patient feedback:** We welcome any comments and feedback which would help to improve the service. Please feel free to discuss any problems you may have with your Doctor / Practice Manager. More serious complaints, or if you feel your complaint has not been dealt with satisfactorily, may be referred to:

Office of the HEALTH OMBUDSMAN  
P.O. Box 13281 George Street  
Brisbane QLD 4003

Telephone: 133646 or email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

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