



WARWICK RD MEDICAL

PRACTICE INFORMATION SHEET

INFORMATION

Warwick Road Medical is a small, locally owned general practice in beautiful Ipswich, SEQ.

The WRM team bring a wealth of experience from both within and without the general practice sector. With a collegiate and dedicated mindset to provide *Service Driven - Community Centred* care across the lifespan. *Warwick Road Medical* facilitates a welcoming and accepting space for all the WRM Community.

OPERATING HOURS

Warwick Road Medical operates a by-appointment service.

Urgent, on-the-day appointments are available to the WRM community following appropriate triage.

Walk-in emergency situations are triaged and managed as appropriate.

The rooms are open Monday to Friday from 8:30am to 4:00pm

Co-located Services:

4-Cyte Pathology & MIX Compounding Pharmacy



07) 3447 0402



07) 3905 1832



70 Warwick Road, Ipswich, Q 4305



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THE DOCTORS

Dr Adam Walker

Dr Walker is a GP specialist with a special interest in Aged Care, Skin Cancer Management and Musculoskeletal Health.

Before moving into medicine, Dr Walker was a practising physiotherapist, this clinical skill dovetails nicely into his work as a GP.

To further his clinical skill, Dr Walker has completed a Masters' Degree in Skin Cancer.

Dr Walker has a keen interest in Aged Care and has long-standing relationships with several aged care facilities and services across Ipswich

Dr Phil Burrell

Dr Burrell is a GP specialist with a special interest managing chronic, unresolved pain.

Dr Burrell visits the rooms on a Thursday.





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THE SUPPORT TEAM

The Clinical Support Team

Registered Nurse, Lyn Field has worked with Dr Walker for many years and has a lifetime of nursing experience. Lyn is passionate about Aged Care.

Registered Nurse, Stefanie Pluim hails from Belgium and is new to General Practice. Stef's early career was in Aged Care and she enjoys the diversity of her new role.

The Administrative Support Team

The WRM team is led by Practice Manager, Mrs Angela Walker. Angie's career is broad with experience with QH and EQ. A former teacher, Angie enjoys the dynamic role of practice management.

Joining WRM in 2022 is Ms Selina Lebeter. A former PM of nearly 20 years, Selina's dedication to general practice and the Ipswich community is an asset to the organisation.





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SERVICES

Appointments

Dr Adam Walker and Dr Phil Burrell offer a variety of services, including:

FAMILY MEDICINE - SKIN CANCER - CHRONIC DISEASE - VETERANS' HEALTH
EAR MICROSCOPE AND SUCTION - VACCINATIONS AND IMMUNISATIONS
WORKCOVER - PRE-EMPLOYMENT ASSESSMENTS - AGED CARE

Home visits to the WRM community are considered at the discretion of the treating GP. Fees apply.

After Hours Service

Dr Adam Walker provides A/H support to nursing home residents in his care.

Community patients should present to St Andrew's A/H Emergency or contact Hello Home Doctors
- 13 41 00 (fees apply)

Aged Care Services

Dr Adam Walker coordinates directly with each facility; he conducts rounds on a weekly basis with residents reviewed as required.





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FEES

Billing Policy

Warwick Road Medical is a private billing practice. All billing is at the discretion of the treating clinician.

Most visits with your GP attract a Medicare rebate which can be refunded to your designated account after your appointment. Please ensure you bring your current Medicare card, DVA card, relevant concession cards and your payment cards to your appointment.

All accounts must be settled on the day of the appointment. Eftpos and Medicare Online facilities are available

PATIENT SUPPORT

Additional Support

If you require additional support for your appointment, such as AUSLAN and language interpreter services, please advise the administrative team at booking.

For information regarding specific policies and expectations, please review the *Files* section on the on the practice website.





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COMMUNICATION

Telecommunication and Emails

The reception team will endeavour to attend to your request in a timely and professional manner. If your call is routed to the answering machine, please utilize the message service or book an appointment online via HotDoc.

Email correspondence is reviewed on a semi-regular basis and should not be used for urgent correspondence.

Online Bookings are available through HotDoc. Please note the financial disclosure statement when confirming your appointment.

RECALLS AND RESULTS

Test Results

Urgent, unusual or abnormal investigation results will trigger a recall appointment. A member of the team will contact you to arrange a suitable time. Please keep your contact information up-to-date.

Referrals and Reminders

The WRM Community are active participants in managing their healthcare needs and we foster a coordinated effort to manage upcoming appointments, renewed prescriptions and referrals and ongoing clinical requests. Please call the rooms to arrange and a suitable appointment time.

Patient Rights

Your input into your healthcare is vital and we encourage your active participation.

The WRM Commitment

WRM is committed to ongoing professional development and we encourage you to let us know what you love about us and how we can improve.

A Patient Feedback Form is available from the rooms directly, please ask one of the helpful team to provide you with a copy.

