

# Chronic Disease Prevention

We are committed to helping our patients prevent the development of their chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to complete a management plan for your chronic disease.

## Health Assessment

75+ health assessments, 45-49 old Health Checks and Aboriginal & Torres Strait Islander (ASTI) Health Assessments can be performed at this surgery with no out of pocket expense.

## Transfer of Medical Record

Our practice will send a health summary of your records elsewhere at no charge. We need a signed request from your new Medical Centre. Generally, we are accommodating if a patient requires a more extensive record to be sent.

## Disabilities

It is a surgery policy to cater for people with special needs and disabilities. If you are having trouble, please approach our staff who will be very willing to assist.

## Medical info. Privacy

All doctors at the practice use the computerised system Best Practice to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the practice is confidential and will not be released without consent. We follow the Australian Federal Privacy Laws and Standards for the private health sector.

## Patient Rights and Feedback

If you are feeling unhappy with any aspect of our services or if you feel your rights are not supported we would take the opportunity to discuss the matter. Your doctor, practice manager is available to discuss the matter. A suggestion box is available in the waiting room if you like to make a complaint/suggestion anonymously.

## Our Services

We provide a full range of family medical services at Meadowlands Medical, covering patients from new born to elderly. Some of the services that we offer to our patients are outlined below.

- General practice consultations
- Men's health
- Women's health including pap smears, antenatal and post-natal care
- Implanon Insertion & Removal
- Asthma care
- Diabetes care and education
- Skin cancer checks
- Mental health management
- Immunizations
- Health checks, such as the 45-49 yrs old, 75+
- Skin cancer surgery
- Minor surgery
- Medical Assessments, such as pre-employment medicals and fitness to drive certificates
- Child health
- Wound care
- WorkCover
- ECGs
- Lung function testing
- Venesection
- Blood pressure checks
- Cholesterol checks
- Diabetes screening
- Osteoporosis screening
- Referrals to medical specialists and allied health professionals
- Assessment and management of chronic medical conditions
- Pfizer - according to government regulation.

## Billing Policy

Bulk Billing for -

- 15 years and under
- Over 65 yrs WITH a Pensioner concession card
- DVA Gold Card Holders.

**OUR STANDARD GAP FEE IS \$50**

Call our reception -

- Care plans
- Drivers medicals
- Childhood Immunisations



## Contact Us

 **07 3063 2707**

 [www.meadowlandsmedical.com](http://www.meadowlandsmedical.com)

 [admin@meadowlandsmedical.com.au](mailto:admin@meadowlandsmedical.com.au)

 **5/82 Meadowlands Road, Carina 4152**

**MONDAY- FRIDAY 9:00 AM - 5:00 PM**  
**SATURDAY 8:00-12:30PM**

# About Us

Meadowlands Medical focuses on the health and wellbeing of our patients. Young, old and everyone in between, our team is genuinely interested in ensuring that your health needs are met. We are an enthusiastic team and are overly excited to serve Carina and the surrounding suburbs community.

## Appointments

Consultations are by appointment. Patients without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please check-in at reception to avoid unnecessary delay in the waiting room when you arrive. If appointments are no longer required please ring to cancel appointments that are no longer required. Every effort is made to keep to appointment times, but this may be difficult at times due to emergencies, walk-in patients, or unexpected longer consultations. To help us schedule appropriately, please tell the receptionist if your consultation is likely to belong (e.g., Insurance medicals, Pap smears, counseling, excisions, and postnatal checks).

## Continuity of Care

We endeavor to help you see the doctor of your choice. All evidence suggests that communication between Doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

## After Hours

Our surgery is open Monday - Friday 9:00am - 5:00pm, Saturday 8:00am- 12:30pm. If you require medical attention after our practice is closed, please call Home Doctors Service on 13 SICK (13 7425) FOR EMERGENCIES, PLEASE RING 000.

## Doctors



**Dr Reynard Ng**  
MBBS (Adel), DCH, FRACGP



**Dr Cameron Hayden**  
MBBS, FRACGP,  
BPharm (Hons), PhD  
Available Monday - Friday



**Dr Chandeep Bakshi**  
MBBS UQ, FRACGP  
Available Monday and  
Tuesday, Thursday



**Claire Miotti**  
RN, Diabetes Educator  
Appointments  
Available on demand

### Our Nurses

Claire - Registered Nurse  
Rosa - Registered Nurse

[Online Booking link](#)



## Procedures

The doctors can perform many minor surgical procedures as needed (e.g., Removal of skin cancers and moles). Cryotherapy (for skin cancers and warts). A longer appointment time may be required depending on the procedure, so please let reception know what you are having done.

## Test Results

Patients are required to return for a consultation with the doctor regarding test results, preferably with the doctor who ordered the tests. If any results are abnormal or urgent, you will be contacted via telephone. If we cannot contact you over the telephone, a letter will be sent to your address. Please ensure that reception has your current telephone number and address details. We do not give results over the phone.

## RECALLS

Our practice is committed to preventative care; all patients are offered the opportunity of being in a reminder system for a range of clinical conditions. Patients are automatically placed on the national/state reminder systems unless the patient indicated otherwise

## Investigations

The doctors and nurses within this practice can perform an electrocardiogram (ECG), ABI, blood glucose testing, pregnancy tests. Other testing can be performed elsewhere when required.

## Telephone Calls

Telephone calls will be answered by reception and where appropriate will be referred to the nurse. To minimise interruptions to consultations you may be asked to leave your contact number and a message for a nurse to return your call at their earliest convenience.

## Telehealth consults

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Telehealth consultations are offered to existing patients that have been seen in person at the clinic in the last 12 months. These consults are ideal for script requests and referrals. These can be booked through reception.

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## Home visits

Home visits are offered to patients by arrangement only. In home telehealth consults are available for patients unable to attend the clinic.

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## Consultation fees

Type	Amount Payable	Gap	Rebate
Short Appt	\$93.90	\$50	\$43.90
Long Appt	\$134.90	\$50	\$84.90
Telehealth	\$93.90	\$50	\$43.90

**Patients *UNDER 65*ys with a pension concession card will no longer be bulkbilled.**

Fees Below for over 65 Years Patients

Type	Amount Payable	Gap	Rebate
Short Appt	\$83.90	\$40	\$43.90
Long Appt	\$124.90	\$40	\$84.90

\*Telehealth appointment payment is payable before the appointment

\*\* Medicare rebate can be done at the clinic on a valid debit card

[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)