

CHANGES TO BILLING – AS OF 6TH MARCH 2023

Unfortunately, the current Government funding system for bulk-billed services has become unsustainable with less than a \$4 increase for standard consults over the last 10 years. This along with other contributing factors such as :

- increased costs due to COVID
- inflation driven increase in consumable and municipal costs
- unprecedented increases in insurances and interest rates
- increases in award rates

These factors have made it impossible to continue to bulk bill all patients whilst also continuing to provide best healthcare.

We understand change can be difficult, so we have kept fees as low as possible with out-of-pocket fees varying depending on the length, complexity and type of consultation. The full fee will be required to be paid at the end of your appointment where we will automatically lodge the rebate request to Medicare on your behalf. Medicare state their time frame for processing your rebate and having it in your bank account is generally within the same day of your appointment (these timeframes may vary depending on your selected bank or Medicare conditions).

We will continue to bulk bill the following:

- Concession and Pension card holders
- Children 16 years old and younger
- DVA card holders
- All care plans, health assessments and pap smears.

Please ensure your bank details are updated with Medicare (access through myGov website) and that anyone 14 years or older has their own myGov account before 6th March 2023.

As these changes roll out, we want to remind you that not everything will be changing here at Durack Medical Centre. We do promise to continue providing:

- Warm and caring support from our reception team
- Quality healthcare service to all our patients
- Professional guidance from our team of Doctors
- Low appointment wait times

For any clarification or concerns, please call our friendly staff on 3372 4577.

Appointment Type	Full Fee	Medicare Rebate	Out of Pocket
Standard Consult	\$65	\$42.85	\$22.15
Complex Consult	\$100	\$82.90	\$17.10
Script without Consult	\$15	-	\$15

Durack Medical Centre



Welcome

Durack Medical Centre would like to welcome you to our clinic.

We are a family owned clinic focused on comprehensive delivery of medical care for the long term. The practice has an ongoing history of medical delivery for over 30+ years and the comprehensive delivery of care to generations of families was enhanced and fine tuned since Dr Michael Tawil took over the practice in 1994. The Practitioners today are committed to continuing that quality care.

This brochure will inform you of some useful information about the practice and the services we deliver.

We constantly strive to improve and enhance our delivery of care. The best way to stay up to date with health promotion campaigns going on at the practice is via our Facebook page.

The whole DMC Team is passionate about the role they can play in helping each and every patient achieve personal health goals no matter how large or small those health care goals and challenges may be.

**“Wherever the art of
Medicine is loved,
there is also a love
of Humanity.”**



Why do they do that?

- When making an appointment our receptionist may ask for a brief reason for visit. We do this so we can:
 - ensure enough time is given to your appointment
 - Allocate nursing or treatment room time if required
 - Triage your medical need to ascertain if you need to be seen sooner

You can retain the right not to inform the receptionist what your visit is for – simply state that it is 'a personal reason'.

- Forms – please be aware that the filling out of some forms (eg insurance forms) are not always a bulk billable service and will need extra time allocated and will have a fee applicable. If your reason for visit is to fill out forms you should state this to the receptionist at time of making appointment.
- Dr's do require you to make an appointment for a repeat script, test request forms, referrals and to obtain the results of tests. This is for your safety as checks are performed when the doctor requests or reviews tests.

Quick Notes:

The Medical Centre is wheel chair friendly.

Smoking is prohibited within 5 meters of all schools and medical facilities.

Home visits are available within consulting hours for regular patients medically unable to attend the medical centre.

CONTACT DETAILS

(07) 3372 4577

(07) 3879 0449

www.durackmc.com.au

Please note that email nor facebook messages are appropriate for crucial medical communications

Like us on Facebook for general updates

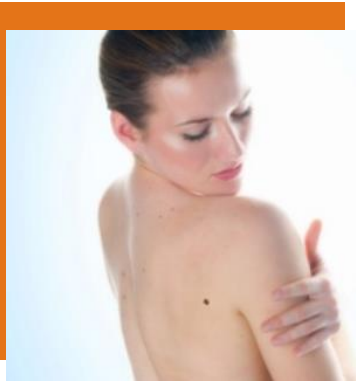


Are you between 45-49 or over 75 years of age?

If you are then you are eligible for a free Health Assessment under Medicare.

These assessments are designed to help capture potential health issues early and to keep you healthier and stronger for longer.

Ask us about them today.



Skinning the issue!

By our Dr Douglas Morison

We Queenslanders love our outdoors, whether it be sport, camping, fishing (lots of fishing) BBQ's or work so it's no startling fact that Queenslanders also have the highest incident of melanomas and other skin cancers in the world.

There are various types of skin cancer and some appear just as small red lumps or spots of dry skin.

Remember you don't necessarily have to spend a lot of time in the sun to be susceptible; the damage has often been done during childhood and adolescence, although it is still important to be sun safe at any age.

Skin cancer can affect people of any age and skin type and can affect any part of the body - it is not just sun exposed areas that get cancer. An early skin cancer may be very small and subtle; they do not necessarily look large, dark and dangerous.

The best way to avoid getting caught out by skin cancer is

- 1) Be sun aware and sun safe - your Doctor will advise you further on this
- 2) Get a skin check every 6-12 months with your GP.

A full skin check involves a head to toe check by an experienced Doctor using a Dermatoscope - an advanced type of magnifying glass especially for the skin. A skin check takes 20-30 minutes. They are free with your GP.

If anything suspicious needs to be removed this can usually be done here at the medical centre, for free, and the subsequent Lab testing is also free. These are usually very minor skin operations. Often very early cancers can be treated with liquid nitrogen spray, avoiding the need for skin surgery.

REMEMBER Early detection and treatment is by far the best so book now for your free skin check.

SURGERY HOURS

Monday - Friday
7.30am – 6.00pm
Saturdays 8.00am – 12md
Closed Sundays + Public Holidays

CONSULTING HOURS

Dr Douglas Morison

Can vary from week to week.
Contact clinic for current weeks availability

Dr Tapan Paul

Mon, Tue, Wed, Fri: 8.30am–5.00pm
Alt. Saturdays: 8am-12md

Dr Bandi Samarasena

Mon, Tues: 7.30am – 3.30pm

Dr Bhaskar Siraparapu

Thursdays: 8.30am – 5.00pm

Dr Rajesh Jawajwar

Alt. Saturdays: 9.00am – 12md

Telehealth appointments are available and can be booked by calling reception or using the online booking options.

Doctors experience the same life issues as the rest of us so sometimes schedules need to change. Best way to keep informed of unexpected changes is via our facebook.

Sick after hours?

Always call '000' if situation is life threatening.

For non urgent after hours medical attention this practice has an agreement in place with National Home Doctor Service.

You can contact them on 137425



All requests for telephone calls with a Doctor is passed onto the Doctor. These calls will be triaged, and the doctor may need to return the call as his/her schedule allows.

Please remember that doctors do prefer that patients return to the clinic via an appointment to obtain test results.

WE ARE A MIXED BILLING CLINIC

(SEE FIRST PAGE FOR FULL DETAILS)

We continue to bulk bill:

Concession card holders

DVA card holders

Children 16yo and under

Careplans, Mental Health consults, Pap

smears, Ante natal appointment



Emailing is a popular form of communication for a lot of people these days but please keep in mind that for medical information emailing is not considered as a secure form of communication.

We will ask you on new patient form if your email is used only by yourself or multiple people.

Also we encrypt emails when sending for security reasons.

Emailing is not an appropriate form of communication if you are experiencing a life threatening or time sensitive situation.

We encourage patients not to use email for appointment bookings purposes unless you are hearing impaired or unable to communicate by phone or by using the online booking systems available.



On-site Podiatrist
alternate Thursdays

Have a compliment,
concern or complaint?

We like to hear your compliments and positive words but we also are open to constructive criticisms.

Our practice follows the Australian Open Disclosure Framework. We will make every endeavour to address your concerns and encourage you to approach us first either by utilising the suggestion box in the waiting room, email or asking at reception to speak to the Practice Manager.

If you feel you need to take your complaint further you can contact Qld Health Ombudsman on 133646.

Nurse Ana tips:

When doing the prick for sugars test try pricking the outside edge of your ring finger – the skin is thicker in this spot so it should hurt less.

Need to get your Records Transferred?

If for any reason you change doctors and attend another medical centre and need a copy of your medical records transferred.

Durack Medical Centre will happily send a Medical Summary to your new GP on receipt of a signed consent from yourself along with a copy of photo ID.

Should you require your entire medical file, including all correspondence and progress notes, this will incur a \$50 fee to cover the administration, printing and posting costs of the file.



All our staff are employed under the strictest of privacy policies when it comes to patient information. We will never release any information to yourself without properly identifying you and will not release any information to a 3rd party without written consent by yourself and your treating doctor.