



MANLY VILLAGE MEDICAL

25 Cambridge Parade, Manly QLD 4179

Phone: 3396 2141 Fax: 3396 6058

After Hours 13 7425

www.manlyvillagemedical.com.au

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday	8.00 am - 6.00 pm
Tuesday	8.00 am - 8.00 pm
Wednesday	8.00 am - 6.00 pm
Thursday	8.00 am - 8.00 pm
Friday	8.00 am - 6.00 pm
Saturday	8.30 am - 12.30pm

DOCTORS

Dr Rebecca Levy	Dr Dale Garred
Dr Abdul Saleh	Dr Ian Upton
Dr Bruce Maybloom	

ALLIED HEALTH

Desi Carlos – Dietitian	Flora White – Psychologist
Pip Severin – Rem. Massage Therapy (Musculoskeletal)	

SPECIALISTS

Dr Lucas Murphy, Psychiatrist
Dr Alex Mowat, Urogynaecologist

APPOINTMENTS

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If your appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run

behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays. Appointments can be made online via our website.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a longer consultation time than 15minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues eg. Pap smear combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks.

SERVICES OFFERED BY THE PRACTICE

- ✓ General Medicine
- ✓ Skin and mole checks
- ✓ Minor operations for removal of cysts, moles and skin cancers
- ✓ Cryotherapy (freezing) of sun spots
- ✓ Childhood vaccinations, Adult routine and travel vaccinations
- ✓ Paediatrics/child health checks
- ✓ ECG's & Respiratory function tests (Spirometry)
- ✓ Family planning/contraceptive advice
- ✓ Women's preventative health, breast checks and pap smears
- ✓ Antenatal "shared care" and postnatal care
- ✓ Men's preventative Health
- ✓ Sutures to lacerations, plasters for limb fractures
- ✓ Health assessments, Aged care
- ✓ Chronic diseases Management such as asthma, diabetes and heart disease
- ✓ Weight loss or gain advice
- ✓ Counselling and mental health
- ✓ Medicals – workplace, insurance, WorkCover

FEES

Medicare is a government funded health subsidy scheme that contributes towards the cost of a person's health care. Some medical practices choose to accept the Medicare rebate as full-payment for their services – this is known as "bulk-billing". However, the Medicare rebate does not cover the cost of delivering high-quality health care, hence there is a "gap" or out of pocket cost for our services.

We offer concessional rates for pension card holders. Bulk-billing is only available in certain exceptional circumstances, and for routine childhood or over-65 year old vaccinations and chronic disease management plans. Fees vary according to the length and complexity of the service and are payable at the time of consultation. We accept cash, cheque, EFTPOS and all major credit cards. For

those in difficult circumstances, exceptions may be made. On the spot Medicare rebates are offered through our EFTPOS terminals.

CONSULTATION FEES (Most common fees)

Item Description	Fee	Pensioner fee	Medicare Rebate
Short Consult < 5 min	\$35	\$25	\$16.95
Standard (B1) up to 12 m	\$75	\$55	\$37.05
Standard (B2) 13-20 min	\$85	\$65	\$37.05
Long (C1) 21-29 min	\$120	\$95	\$71.70
Long (C2) 30-40 min	\$140	\$115	\$71.70
Prolonged (D) >40 min	\$180	\$140	\$105.55

You may be charged for additional procedures undertaken during the course of the consultation e.g. ECG, respiratory function test, excision fee, cryotherapy). Our friendly Reception staff are more than happy to provide an estimate of potential out of pocket costs for any additional services.

NON-ATTENDANCE FEE

A fee will be charged for non-attendance of appointments. This will be \$25 for a standard consultation or \$50 for a long appointment that has been booked but not attended. Extenuating circumstances will always be taken into account.

ACCIDENTS AND EMERGENCIES

If there is a life-threatening emergency – even if you are not certain – always call 000. Otherwise, telephone us on (07) 3396 2141 and you will be advised of the best course of action.

AFTER HOURS

Medical care is available on a 24-hour basis covered by the Home Doctor Service. If you require medical attention outside our opening hours, please telephone **137 425 (13 SICK)** and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Home Doctor Service, a full written report will be faxed to us for inclusion in your records, the next day. We team with Home Doctor Services to ensure our patients have quality medical care available 24 hours a day, 365 days a year.

HOUSE VISITS

Doctors may perform home visits when appropriate, and if time allows. However, they are generally restricted to those who are a regular patient of our Doctors and are too frail or ill to get to the surgery. We have better facilities to accurately diagnose and treat you at the practice than are possible at home.

MEDICAL CERTIFICATES

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

REPEAT PRESCRIPTION

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone). A \$10 script fee applies if the doctor agrees to write the script without a consultation.

TEST RESULTS

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the staff at Manly Village Medical will contact you to make an appointment. To ensure confidentiality, test results will not be given over the phone.

TELEPHONE CALLS

Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non-urgent queries to phone later in the morning. Doctors who are busy consulting will return calls as soon as practical/as soon as they are able. Emergency calls are an exception and will be taken immediately.

SPECIALIST REFERRALS

Your family doctor is highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral, and will need to see your doctor first. As it is illegal to backdate referrals, please do not ask us to break the law. The specialist is providing consultant advice to your GP, so it is important that you discuss the specialist's opinion and advice with the doctor who referred you, following your visit with the specialist

VACCINATIONS AND DRESSINGS

If you are making an appointment for childhood, influenza or travel vaccinations, or for wound care, please let our receptionist know. A practice nurse will be available at certain times to assist with these procedures.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

ELECTRONIC COMMUNICATION

Electronic communication is available through the email address admin@manlyvillagemedical.com.au Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 3396 2141. Our written policy on receiving and returning electronic communication can be requested from reception. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement.

YOUR PRIVACY

Manly Village Medical respects your privacy. 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. Please ask a member of Reception if you would like a copy of our Privacy Policy.

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! Manly Village Medical aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager, Jennie Butcher, or send an e-mail to manager@manlyvillagemedical.com.au . If your complaint was unresolved, please contact the Health Rights Commissioner, GPO Box 3089, Brisbane, QLD, 4001.

ADMINISTRATION & NURSING STAFF

Jennie Butcher (Practice Manager)
Anna Crozier (Registered Nurse)
Mel Warwick (Reception)
Charli Wilton (Reception)

MANLY VILLAGE MEDICAL DOCTORS:

Dr Rebecca Levy, B Sc, MBBS, FRACGP

Rebecca is a local GP, working at Baywest Medical Centre since 2013. She graduated from the University of Queensland in 2008, and worked at Redlands and Ipswich Hospitals before starting in General Practice. She enjoys the variety and challenges of general practice, including chronic disease management, children's and women's health and plans to explore further her interest in integrative/complementary medicine.

Dr Ian Upton, MBBS (QLD)

Ian is QLD born, bred and educated. He graduated from the University of QLD and trained at the PAH. After performing relief work in rural areas, he later gained extensive experience as Senior Medical Officer at Mount Isa Base Hospital and assisted the Royal Flying Doctors Service on occasions. With family and children, he returned to Brisbane and joined the well-established Wynnum & Bayside Medical Practice in Bay Terrace, and has practiced there many years until its closure in 2017. He is skilled across the whole gamut of general practice and has a special interest in preventative medicine, viewing this as the way forward in holistic health management.

Dr Abdul Saleh, LRCPSI

Abdul was born in Pretoria, South Africa, and studied medicine in Dublin, Ireland. After receiving his Licentiate of the Royal College of Physicians & Surgeons of Ireland, he moved to sunny QLD where he did his internship at Redcliffe Hospital. After a brief return to South Africa, he returned to Australia & settled on the Bayside. He bought his own practice in Wynnum operating as a sole practitioner for 20 years before joining the Wynnum and Bayside Medical Practice in 2001, later amalgamating with Manly Village Medical in 2017. An accomplished home handyman, Abdul's other interests include gardening, cooking, camping, travelling and listening to music, particularly artists from the 1970s. Abdul enjoys all aspects of general practice and performs minor surgical procedures.

Dr Dale Garred, MBBS, FRACGP Dale is a female GP, local to Manly, who worked as a registered nurse before completing her medical degree and commencing work in General Practice. Dale has a keen interest in skin cancer medicine, chronic disease management and women's health. She is aligned with the Mater Mothers Hospital Maternity GP Shared Care Program. She is also passionate about training new doctors and is affiliated with UQ School of Medicine providing training for emerging doctors. Dale enjoys cooking, interior design, sewing and is devoted to her growing family...even their mischievous mini dachshund 'Petey'.