Cairns West Medical Centre

Address: 1/70 Anderson St, Manunda Qld 4870
Tel: 07 4053 3399
Fax: 07 4053 3989
Email: admin@cairnswestmedical.com.au
Website: www.cairnswestmedical.com.au
Facebook: www.facebook.com/CairnsWestMedical

Practice Information

We are your medical home, providing patient-centred, continuous, comprehensive, coordinated and above all compassionate care.

Hours of Operation
Monday to Friday *8:00 am to 5:00 pm*
Saturdays *8:00 am to 12:00 pm*
Excludes all Public Holidays

Our Care Team
GP: Dr. Bradley Elliott
GP: Dr. Rebecca Elliott
GP: Dr. Masayuki Terazawa
GP: Dr. Gemma Bylos
GP: Dr. Claudia Cambon
Registrar: Dr. Andrew Hawkes
Registrar: Dr. Amy Smith
Psychologist: Sari Szekley

Practice Manager - Lehua
Registered Nurse - Phyllis
Registered Nurse - Lillian
Registered Nurse- Brooke
Enrolled Nurse- Hayley
Medical Receptionist - Charmaine
Medical Receptionist - Anna
Medical Receptionist - Jamie
Medical Receptionist - Annabelle

Practice Services
General Medicine | Home Visits | Check-ups | Cervical Screening Tests | Obstetrics | Spirometry | Vaccinations | Skin Checks | Minor Surgery | ECG | Counselling | Health Assessment Screening | Drivers Medical Certificates | Pre-employment Medicals | Cryotherapy l Iron Infusions l Mirena Insertions and a lot more

Appointments
Appointments may be made by phoning 4053 3399 during office hours. Face to face and Telehealth appointments available. Please state the degree of urgency. If your problem is urgent, we will endeavour to either see you on the same day or make other arrangements as necessary. Please also state if you require a longer appointment time for complicated problems or counselling. In general, appointments will be required for all repeat prescriptions, specialist and allied health referrals, medical reports, and investigation results. This will ensure confidentiality and enable us to provide appropriate and relevant advice to meet your ongoing health needs. If you, or someone you are assisting, needs an interpreter or has special communications needs, please inform our staff prior to the appointment. Health promotion and prevention services are also actively used by all of our medical team. Please talk to your doctor or nurse as to what we may have available to assist you.

Walk-in patients
All patients are seen on appointment.
If your matter is urgent, the reception will triage and you will be attended in a timely manner depending on your clinical needs.

After hours and emergency care
In a serious emergency please call 000, ask for an Ambulance, and state your exact address and nature of the emergency especially for any Chest Pain, difficulty breathing, severe pain or bleeding, a very sick child or a serious accident. If you require urgent After Hours assistance, please contact After Hours GP Clinic on 07 4052 5305 or attend the Cairns Hospital Emergency Department. Home Visits may be available for those unable to attend the surgery due to illness. Please make arrangements with your doctor. Residential Home and Nursing Home visits are also provided as necessary.

Fees
Cairns West Medical Centre is largely mixed billing. In this case, Pensioners, Veterans, Health Care Card Holders and children under 16 will be bulk billed. Please discuss this further with Reception when making your appointment.
Most Common Consultation Fees can be seen on our fees list, this is available on our website and at reception .

Telephone Calls
All telephone calls are answered by a member of the practice who must adhere to the following guidelines: Staff follow the practice booking system for all patient appointments. Before any calls are placed on hold staff must first ask if the matter is urgent, staff follow the practice triage system for patients requesting urgent appointments, staff make sure that the patient is correctly identified by using three of the approved patient identifiers such as (Family name and given names, Date of birth, Gender (as identified by the patient), Address, etc.) Staff are also mindful of confidentiality and the patient's right to privacy. No names are openly stated over the telephone within earshot of other patients and/or visitors. Staff members are aware of each doctor's policy on accepting or returning calls.

In non-urgent situations, patient calls need not interrupt consultations with other patients, but a message containing the information is given to the person in a timely manner.

Cairns West Medical Centre

Electronic Communication
Our practice email account for patients and stakeholders for communication with our practice is:
admin@cairnswestmedicalcentre.com.au
Only appropriate non-clinical matters are dealt with via email exchanges. No consulting or advisory services are conducted by email. This must be consulted with a medical practitioner or another appropriate health professional unless there are exceptional circumstances. This email account is routinely checked throughout the business day by a designated staff member. Email messages are forwarded to the appropriate team member for a response within 48 hours. Our practice uses SMS messaging to remind patients of their upcoming appointments. There is no medical or identifying information used in these messages. Communication conducted with a patient via electronic means will be added to the patient's medical record by the team member resolving the enquiry.

Communicating with patients requiring assistance
A contact list of translator and interpreter services and services for patients with a disability is maintained, updated regularly and readily available to all staff at reception. These include:
National Relay Service (NRS) 1800 555 727
Translation and Interpreter Service (TIS) Doctors Priority Line 1300 131 450

Test Results
Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception has your current phone number and address details when booking or on settling your account.

Recalls and **Reminder System**
Recalls and Reminders are incorporated into our Medical Record systems so that you may at times receive requests to attend for regular checkups or urgent investigation results. Please discuss with the Doctor if you have any queries or do not want any reminders.
There is also a national Cervical Screening Test Register, Childhood Immunisation register that you may choose to utilise. Please advise if you do not want your name added to any national, state or territory registers.

Feedback
This practice is always willing to listen to any suggestions or comments that you may have to improve patient care. Please talk to the Staff / Doctor, or add a comment to the Suggestion Box. If you have a complaint that you feel has not been sufficiently addressed through this mechanism, please ask for a complaints form.
Formal and independent complaints may be directed to: the Office of the Health Ombudsman
133 OHO (133 646) or info@oho.qld.gov.au | www.oho.qld.gov.au | PO Box 13281, George Street, Brisbane

Management of Patient Health Information
This practice is committed to protecting your personal health information. All staff must sign a confidentiality clause, and if you feel that this has been breached at any time, please discuss this with your doctor. Medical records are held securely at Cairns West Medical Centre and are structured to best meet your health needs. If you wish your information to be transferred to another doctor, it is necessary for you to first sign a release declaration from the other doctor and then a copy of any relevant information will be sent to the new doctor (with the original kept at Cairns West Medical Centre). Medical reports for solicitors and Insurance companies will only be done if appropriate consent has been arranged and payment is received up front. If you wish to have a copy of your information, it is recommended (and may be required by your doctor) to book an appointment to adequately explain your medical information. Privacy policy leaflets are available on request or refer to our website.

Cancellations
Cancellations with less than 24 hours notice and non or late attendance may incur a non-refundable cancellation fee. Please notify reception staff as soon as you know if you are unable to attend an appointment.

Patient Rights
You have a right to access timely, safe and quality care from your GP. You have a right to a safe, secure and supportive healthcare environment. You have a right to a general practice environment that respects your healthcare needs. You have a right to an open two-way communication partnership with your GP. You have a right to be included in decisions and choices about your care. You have a right to privacy and confidentiality of your personal information. You have a right to comment on your care and have your concerns addressed. If you feel your rights are not supported, we would appreciate your feedback.

Access
Off-Street Parking is available at the front, side and rear of the medical centre. Access for People with Physical Disabilities is through the main entry. Disabled toilet facilities are also available.