

### Standard Fees and Billing

We are a mixed billing practice. Bulk billing and concession fees may apply to eligible patients with up to date Medicare cards at the doctors discretion. Please see our fees information leaflet for details

### Private Fees

- ◆ Fees apply for all non-Medicare services.
- ◆ See our private fees leaflet available from reception.

### Consumables Fees

Some procedures and specialised wound care may incur a consumables fee and you will be advised of this at the time of booking.

### Account Payment

See Reception for account payment options.

### Feedback

For any feedback/complaints please seek our practice manager Kate. Who will take the required action.

### Appointments:

The practice is open from 8.30 –5.30pm Monday to Friday. Please note that the practice is shut from **1.15pm –1.45pm** during the week.

Please advise reception staff if you require longer than the scheduled 10 minute appointment.

### Follow up appointments:

- ◆ Following appointments with Doctors that require investigations — the patient will be notified if a follow up is required.
- ◆ Follow up appointments may be billed at a reduced rate. See reception for standard billing procedures.

### Care Outside Normal Opening Hours

For care outside of our practices normal opening hours, please call Hello Home Doctor Service on: 134 100 or book online at <https://hellohomedoctor.com.au/>

### Rockhampton Medicare Urgent Care Clinic

Monday to Sunday 8am–8pm  
Phone: (07) 4937 6112

### Home Visits

Nursing home visits are weekly on a Tuesday in the local RACF by Dr Van Wyk for registered patients only.

All other home visits are at the discretion of the patients usual GP. Additional fees may apply for this.

**Phone: 07 4939 4355**

**Fax: 07 4939 3637**

**Email: [medicals@ymc.net.au](mailto:medicals@ymc.net.au)**

# Yeppoon Medical Care

 July 2024



**19 Hill Street, Yeppoon, QLD, 4703**

Tel: 07 49394355

## Staff:

### Doctors:

#### Dr Heinrich Van Wyk

- General Practitioner,  
Male, MBChB, General Family Medicine,

#### Dr Amila Jayasinghe

- General Practitioner, Male, MBBS,  
MBBS (Hons) General Family Medicine

#### Dr Negin Jabbarpour Azari

- General practitioner, female, MBBS  
General Family Medicine, Women's  
health, Family planning & Contracep-  
tion

#### Dr Mark Brown

- General Practitioner, Male, MBBS,  
General Family Medicine

### Practice Managers:

Kate  
Emma

### Nursing team:

Kate (RN), Divina (RN), Brenda (EEN),  
Fran (EEN) and Les (MA).

### Reception Staff:

Bec, Jazi, Linda and Rhiannon



## Services Provided:

- ◆ General Medical services
- ◆ Care planning for chronic diseases
- ◆ Mental health and Mental Health plans
- ◆ Heart checks
- ◆ Men's health
- ◆ Women's health including Implanon and IUCD fitting
- ◆ Children's health
- ◆ Vaccinations
- ◆ Travel vaccinations
- ◆ Skin checks
- ◆ Minor surgery including excisions, toe nail avulsions
- ◆ Other services including ECGs, Dopplers, Ear irrigation, Ear micro suction and Pelvic floor treatment.

### Cancellation Policy

Failure to notify the practice of cancellation within 30 mins of your appointment will incur a \$50 cancellation fee which is payable before booking another appointment.

### Communication Policy

It is the policy of our Practice to maintain the security of your personal information. See reception in regard to our policy for telephone calls, electronic communication, management of records and how to obtain a copy.



## Repeat Prescriptions:

It is your responsibility to ensure that your scripts do not run out. A GP consultation is required for a prescription. NO schedule 8 drugs will be prescribed on a first consultation and our GPs are unable to issue repeat medications for some types of medication.

You can also request repeat prescriptions through the Hotdoc app. Please read the approval criteria and follow the steps. Also note, these prescriptions incur a private out of pocket fee of \$30. (no Medicare rebate)

A telephone or in person prescription request without a consultation will incur a \$50 private fee ( no Medicare rebate).

### Telephone Consultations:

All patients displaying cold and flu symptoms will require a telephone consultation in the first instance. Please do a RAT prior to calling.

Other telehealth (video or phone) consultations are at the discretion of the patients usual GP.