

FEES AND ACCOUNTS

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 doctor's 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.

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.

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 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/](https://hellohomedoctor.com.au/)

ROCKHAMPTON MEDICARE URGENT CARE CLINIC

Monday to Sunday
8am-8pm,
P 07 4937 6112

EMERGENCY SERVICES 000

MENTAL HEALTH TELEPHONE SERVICE

1300 642 255

PREGNANCY, BIRTH AND BABY

1800 882 436

VIRTUAL EMERGENCY CARE SERVICE

Monday-Sunday 8am-
10pm [https://qvh-
virtual-emergency-
care-
service.health.qld.
gov.au/](https://qvh-virtual-emergency-care-service.health.qld.gov.au/)

13 HEALTH FOR A HEALTH PROFESSIONAL

13 43 25 84



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STAFF

DOCTORS

Dr Heinrich Van Wyk

General Practitioner,
Male, MBChB, General
Family Medicine

Dr Daniel Munoz

Registrar, Male, MD,
General Family Medicine

Dr Sam Dissanayaka

Registrar, Male, MBBS,
General Family
Medicine

Dr Negin Jabbarpour Azari

General Practitioner,
Female, MD, FRACGP,
General Family
Medicine, Women's
health, Family
planning &
Contraception

Dr Shwe Yee Aung

Registrar, Female,
MBBS,
General Family
Medicine

PRACTICE MANAGERS

Kate, Emma

NURSING TEAM

**Kate (RN), Divina (RN),
Fran (EEN) and Les (MA)**

RECEPTION STAFF

Jazi, Linda, Rhiannon, Evon, Olivia

SERVICES PROVIDED

- General Medical services
- Care planning for chronic diseases & chronic disease management
- Mental health & Mental Health plans
- Men's health
- Women's health including contraceptive injections, Implanon & IUCD fitting (This service is available to visiting patients)
- Children's health & Childhood vaccinations
- General Vaccinations & Travel vaccinations
- Skin checks & Treatment
- Minor surgery
- Medical examinations e.g. insurance & Driving
- Venesections
- Iron Infusions
- Other services including ECGs, Ear irrigation, Ear micro suction and Pelvic floor treatment.

CANCELATION POLICY

Failure to notify the practice of cancellation within 30 mins of your appointment will incur a \$55 cancellation fee which is payable before booking another appointment.

COMMUNICATION

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

REPEAT PRESCRIPTION

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 (no Medicare rebate).

PHONE CONSULTATION

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.

Document Title: Practice Leaflet

Reviewed: Kate Van Wyk, PM/RN Version 1.1

Effective date: Mar 2024

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