



East Canberra
general practice
personalised medicine

East Canberra General Practice

INFORMATION SHEET

CONTACT DETAILS

Address: Suite 1 / 25-39 Mustang Avenue
Canberra Airport ACT 2609

Phone: (02) 6248 2600

Fax: (02) 6262 5082

Web site: www.ecgp.com.au

Email: info@ecgp.com.au

OPENING HOURS

Monday to Friday: 8:30am-6:00pm (last appointment 5:45pm)

Saturday and Sunday: 9:00 -1:00pm **Public holidays:** Closed

CLINICAL STAFF

DOCTORS

Dr Clara Tuck Meng Soo
Dr Yew Choy Cheong
Dr Yen Haw Khor
Dr Kate Molinari
A/Prof Susan Wearne
Dr Larissa Prior

Dr Donna Curnow
Dr Stephanie Cheung
Dr Abby Krishnamoorthy
Dr Gina Smith
Dr Fabian Chiong

Dr Aung Lynn
Dr Rebecca Kathage
Dr Mary Jane Micua
Dr Tharani Tharmakumar
Dr Lindsay Rodgers

NURSES

Janine Rath RN Yu-Ting Huang RN Kate Dardis RN

ADMINISTRATIVE STAFF

General Manager: Vikram Rai
Deputy Practice Manager: Aaron Crown & Vincent Li
Receptionists: Emily, Kathryn, Janet and Soyongoo

PATIENT CARE

East Canberra GP offer holistic healthcare for our patients- that is, care which responds not only to the presenting medical condition but also its long-term history and its psycho-social context. The practice encourages patients to develop an ongoing relationship with their GP so that discrete health care events are experienced by the patient as coherent and connected, and consistent with the patient's medical needs. Research shows that many health problems are related to diet and lifestyle choices. East Canberra GP doctors therefore, as a matter of course, raise these matters with patients and recommend responses.

CARE PLANS

Chronic disease (such as cardiovascular disease, cancer, diabetes, asthma and arthritis) accounts for around 80% of the total burden of illness in Australia. Chronic illnesses can compromise quality of life and lead to a gradual deterioration of health. Patients with chronic disease may wish to ask their doctor to prepare a Care Plan. Care Plans drawn up by East Canberra GP doctors typically include a detailed overview of the patient's health history and treatment; and identify treatment objectives and methods, patient self-care options and the identity of other health professionals involved in their care. These health summaries can be retained by the patient for presentation at hospital or to other health professionals.

PROCESS FOR THE FOLLOW UP OF RESULTS

Pathology or other tests ordered by an ECGP doctor are, when completed, referred to that doctor for assessment. If the doctor assesses the results as normal, he or she will discuss the results at the next consultation with the patient. Sometimes the doctor may direct the Practice nurse to inform the patient of a normal result (eg in the case of pap smears). In the case of abnormal results, the doctor

will direct the Practice nurse either to ask the patient to come in or to pass on some simple treatment advice eg for use of a medication that can be bought over the counter.”

PATIENT RECALLS

The Practice offers a recall and reminder system to provide systematic preventative care and early case detection. The Practice participates in the National, State, & Territories reminder system. Patients who do not wish to be involved in this system should advise their doctor.

HOME VISITS

Home visits are available for patients of the Practice who are too disabled to come to the practice premises. Patients are asked to contact the practice during normal working hours to arrange home visits. Nursing home visits are available by arrangement.

PRIVACY

East Canberra GP maintains strict controls on access to patient medical records. If you would like to know more, please discuss the matter with your doctor or ask the receptionist for a copy of our policy statement on privacy.

INVESTIGATIONS, REFERRALS OR TREATMENTS

Doctors will, as necessary, discuss with patients the purpose, importance, benefits, risks and possible costs of proposed investigations, referrals or treatments.

PATIENTS WHO NEED INTERPRETERS

A free telephone Interpreter service is available for patients who need it. The service provides “over the phone “and “on site “interpreting services with 48 hours’ notice required for the latter.

HEALTH, COMMUNITY AND DISABILITY SERVICES

Our practice engages with a range of health, community and disability services to plan and facilitate optimal patient care.

PATIENT PARTICIPATION IN DECISIONS ABOUT HEALTH CARE

Patients are verbally informed via discussion with their doctor, of procedures or treatment the doctor may suggest as being of benefit to them. There are consent forms to be signed by the patient prior to certain procedures being carried out at the practice, informing them of possible side effects.

APPOINTMENTS

Consultations are by appointment. A cancellation fee of \$40 may be charged for appointments not kept, unless 2 working hours prior notice has been given (e.g. to cancel a 3pm appointment the patient would have to give notice by 9am on the same day).

LONGER APPOINTMENTS

If you require a longer appointment please let our staff know. You should also advise staff if more than one member of your family require to be seen so that an appointment can be made for each of them.

EMERGENCIES

We will always make time available for patients needing emergency treatment. If you believe that you or your child needs urgent medical care please say so to the receptionist. She will then call a nurse who will assess the situation. The nurse may arrange for you to come to the practice at once to be seen by a doctor or may advise you to go straight to hospital. You may decide after discussion with the nurse that the matter does not need same day treatment and a later appointment can be scheduled.

WALK-INS

We generally do not accept appointments without bookings (walk-in’s.) If you require an appointment, you are able to proceed to an Emergency Department or any one of the ACT Walk-in Centres located around Canberra at the Community Health Centres in Dickson, Gungahlin, Tuggeranong, Belconnen or Weston Creek. Their opening hours are 7.30am – 10.00pm daily, including public holidays. These locations and further details can be found at: <https://health.act.gov.au/hospitals-and-health-centres/walk-centres>.

AFTER HOURS

Our after-hours service is provided by the Canberra After Hours Locum Medical Service (CALMS). The phone number for CALMS is 1300 422 567.

TELEPHONE CONTACT WITH DOCTORS

Patients are able to obtain information or advice related to their clinical care by telephone where the doctor or triage nurse considers consultation unnecessary or impractical. However it is not normally possible to connect patients directly to the doctor since she or he will usually be already consulting with a patient.

Staff will take a message if a patient wishes to speak to a doctor and send the request via a task.

REPEAT PRESCRIPTIONS/REFERRALS

An appointment must be made for all repeat prescriptions and referrals. No phone prescriptions or referrals will be given.

FEES

Private Fees	Fee	Medicare Rebate
Level A Consultation (up to 5 mins)	\$50.00	\$18.85
Level B Consultation (6-20 mins)	\$95.00	\$41.20
Level C Consultation (20-40mins)	\$170.00	\$79.70
Level D Consultation (40+ mins)	\$240.00	\$117.40

We bulk bill all DVA Gold Card holders and children up to 5 years of age.

We do NOT BULK BILL on Saturdays and Sundays

The cost of other services can be obtained from the receptionists.

The practice does not operate on credit and patients are requested to pay at the time of the consultation. We accept cash, cheque, EFTPOS and credit card. Patients who have difficulty paying should discuss the issue with their doctor or the General/ Deputy Practice Managers.

Workers Compensation claims and Third Party Insurance claims are the responsibility of the patient. Payment at the time of consultation is required.

YOUR RIGHTS

Patients are encouraged to discuss any problem about treatment with their doctor or any other member of staff. If a patient feels he or she is unable to resolve the problem within the practice, the patient can contact The Health Complaints Commissioner by calling 6205 2222.