

PATIENT RECALL FOR PREVENTATIVE CARE

We have implemented a Patient Register for Preventative Activities. This is a reminder/recall system within our software program in which we contact the patient by either telephone or mail for follow-up of preventative activity. Our practice also takes part in state and territory registers which helps us work out who is due to be seen. For example, the Australian Childhood Immunisation Register (ACIR) and the HPV National Register. Patients attending this practice will be automatically included in this system unless otherwise stated on the patient form, they fill out. The purpose of this register is purely as a service to patients from this practice and confidentiality is always ensured. If you wish to opt-out of our recall system, please tell your doctor.

CHRONIC DISEASE PREVENTION

We are committed to helping our patients prevent the development of their chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to complete a management plan for your chronic disease

HEALTH ASSESSMENT

75+ health assessments, 45-49 yr old health checks and Aboriginal & Torres Strait Islander health assessments can be performed at this surgery with no out of pocket cost

TRANSFER OF MEDICAL RECORDS

Our practice will send a health summary or your records elsewhere for no charge. Generally, we are accommodating if a patient requires a more extensive record to be sent.

CLOSE THE GAP

Our practice is participating in the 'close the gap' Government initiative. To allow us to tailor appropriate care and assist with this initiative, please tell reception or your doctor if you are of Aboriginal or Torres Strait Islander origin.

DISABILITIES

It is the surgery's policy to cater to people with special needs and disabilities. If you are having trouble, please approach our staff who will be very willing to assist.

HEARING OR LANGUAGE IMPAIRMENTS

To help our GPs fully understand the nature of their patient's problems and patients fully understand the outcome of the consultation, we use Interpreter service where necessary. AUSLAN interpreters are available for patients with hearing impairments. TIS offers language interpreters for patients who cannot speak English very well.

YOUR MEDICAL INFORMATION & YOUR PRIVACY

All doctors at the practice use the computerised system Best Practice to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the practice is confidential and will not be released without consent. We follow the Australian Federal Privacy Laws and Standards for the private health sector.



PATIENT RIGHTS AND FEEDBACK

We recognise that patients have certain rights, and we will endeavour to support their rights. If you are feeling unhappy with any aspect of the service we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, practice manager or receptionist on duty is available to discuss any problems you have. A suggestion box is available in the waiting room if you like to make a complaint/suggestion anonymously.

Should you wish to take any complaints further you can contact: Health Quality & Complaints Commission, GPO Box, 3089, Brisbane Q 4001, Ph: (07) 3120 5999.

BILLING POLICY

We are a mixed billed practice, bulk-billing anyone under the age of 16 and anyone with a Health Care Card, Pension Care or Commonwealth Seniors Card, results (within 3 weeks of last reminder) and COVID-19 vaccination. Fees apply to cosmetic and allied health services.

APPOINTMENTS

Consultations are by appointment. Patients presenting without an appointment will be fitted in at the earliest time. Urgent medical matters will always be dealt with promptly. Please check-in with reception when you arrive to avoid unnecessary delays in the waiting room. Please ring to cancel appointments that are no longer required. Every effort is made to keep to appointment times, but this may be difficult at times due to emergencies, walk-in patients or unexpected longer consults. To help us schedule appropriately, please tell the receptionist if your consultation is likely to be long when booking (e.g. insurance medicals, cervical screenings, counselling, excisions, postnatal checks, etc).

CONTINUITY OF CARE AND DOCTOR OR YOU CHOICE

We endeavour to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

AFTER HOURS

If you require medical attention after our practice is closed, please call National Home Doctor Service on 13 SICK (7425)
FOR EMERGENCIES, PLEASE RING 000

HOME VISITS

We do provide house calls for patients of our practice. House calls for new patients will be decided depending on Doctor availability and urgency. If you can make it to the surgery, it is recommended you do so, as it is better equipped for examination and treatment.

TELEPHONE CALLS

Doctors are usually in a consultation with a patient, however, if time permits, they may take calls. If the doctor is busy, or involved with another patient, they may ask to call you back. Alternatively, the nurse can help determine the urgency of the call. Most problems are best dealt with in a consultation. Or you can book a telehealth consultation with the GP to discuss your needs.

PROCEDURES

The doctors can perform many minor surgical procedures as needed (e.g. removal of skin cancers and moles). Cryotherapy (for skin cancers and warts), cervical screening and resuscitation equipment are available. A longer appointment time may be required depending on the procedure, so please let reception know what you are having done. This surgery specialises in cosmetic medicine.

STERILISATION

All reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

INVESTIGATIONS

The doctors and nurses within this practice can perform electrocardiograms (ECG), blood glucose testing, pregnancy tests and hearing tests. Blood collections for pathology, x-rays, CT scans, MRI, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when required.

TEST RESULTS

Patients are required to return for a consultation with the doctor regarding test results, preferably with the doctor who ordered the test. If any results are abnormal or urgent, you will be contacted via telephone. A letter will be sent to your address if we cannot contact you over the phone. Please ensure that reception has your current telephone number and address details.

OUR DOCTORS

Principal GP

Dr Reynard Ng - MBBS (Adel) DCH FRACGP
Wednesday, Thursday & Saturday

Dr Cameron Hayden - FRACGP
Monday - Friday

Dr David Johnston - MBBS
Monday & Tuesday

Dr Chandeeep Bakshi - MBBS & MSc
Monday, Tuesday & Thursday

Dr Katrina Thackeray - MBBS, FACRRM
Monday & Wednesday

Dr Arun Nayak - MBBS, FRCGP
Aviation Medicals

ALLIED HEALTH PROFESSIONALS

Amos Paterson - Physiotherapist
Saturday

Scott Aldred - Podiatrist
Thursday

Daniel Stepien - Exercise Physiotherapist
Wednesday

NURSES

Claire Miotti - Registered Nurse & Diabetes Educator
Lacey Bourke and Laura Stocks - Enrolled Nurses



Book Online -

Pandanus

Medical Practice

Shop 12 Maridale Park Shopping Centre
76 Ney Rd, Capalaba QLD 4157

Ph: (07) 3823 3373 Fax: (07) 3319 6733
reception@pandanusmedicalpractice.com.au

FOR ONLINE BOOKINGS: Visit our website
www.pandanusmedicalpractice.com.au

PANDANUS MEDICAL PRACTICE focuses on the health and wellbeing of our patients. Young, old and everyone in between, our team is genuinely interested in ensuring that your health needs are met. We are an enthusiastic team and are overly excited to be serving the Brisbane Bayside community. In addition to weekdays, we are also open on Saturdays.

PRACTICE HOURS

MONDAY	9:00 - 5:00
TUESDAY	8.30-5.30
WEDNESDAY	8.30 - 5.30
THURSDAY	8.30 - 5.30
FRIDAY	9:00 - 5:00
SATURDAY	8:00 - 12:00
SUNDAY	Closed
PUBLIC HOLIDAYS	CLOSED

WE ARE FULLY ACCREDITED GENERAL PRACTICE -
Established 2013