

Celebrating
10 years in
2017



Opening Hours

Monday—Thursday 7:30am-6:00pm

Friday 7.30am-5.00pm

Saturday 8:00am-12:00noon



Cnr Shore and Wynyard Streets
Cleveland

Phone 3286 1122

www.pivotalhealth.com.au

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Welcome to Pivotal Health

We are a fully computerised comprehensive general practice, offering a wide range of services to all age groups.

We pride ourselves on providing personalised and professional patient centred care that ensures your family are cared for in the best possible way.

Our practice was established in June 2007; our doctors take the quality of care we offer our patients very seriously so all our systems and processes are designed to ensure you receive the best quality care available.

All of our doctors participate in regular continuing education to keep up to date with the latest medical information and treatments. The latest in medical equipment and highly trained nursing staff are available to assist in your care.

We are proud to be a GP Training practice committed to training the next generation of GPs. Registrars are fully qualified doctors who have worked in hospitals and have been accepted onto the GP training program. The training our practice provides ensures that new GPs in the workforce are as experienced and well skilled as our long term doctors.

Our Mission

Our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness. We are committed to promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

Meet our Clinical Team

Dr Russell Hunter



Russell graduated from the University of Queensland in 1983. He held registrar positions in paediatrics and geriatrics while at the PA Hospital. He has a Fellowship of the Royal Australian College of General Practitioners, and a certificate in Family Planning.

He enjoys keeping up to date with the latest techniques in skin surgery by assisting a facial plastic surgeon at St Andrews Hospital. He is interested in all aspects of General Practice, particularly skin cancer detection and skin cancer treatment.

Dr Meg Marsden

Meg has worked in the Cleveland area since 1986. She graduated from the University of Queensland in 1983. She resides in the area and has three adult children. General Practice appeals to Meg as it allows her the opportunity to care holistically for her patient's physical health; she is interested in helping her patients achieve happiness and contentment with life.





Dr Noella MacPherson

Noella graduated from university in 1994. She joined the Pivotal team in November 2010. Her interests are in all areas of general practice with an emphasis on young children, women and family medicine. Noella enjoys reading, music, gardening and spending time with her young family.

Dr Simone Carlo

Simone graduated from Griffith University in 2011 with first class honours. Simone began working at Pivotal Health in January 2014 and returned to the practice in a permanent role from January 2016. She spent 2015 working in western Queensland and successfully gained her fellowship from the Royal College of General Practitioners in early 2016.



Simone has a passion for all areas of general practice with an emphasis on paediatrics and women's health. Simone loves going to the beach, keeping fit, animals and travelling - especially to remote areas of Australia and to her mum's home town in the Philippines.

Dr Adrian Ellis



Adrian graduated from the University of Queensland in 2010. He joined the Pivotal Health team in January 2014 while on the GP Training Program. He returned to the practice in January 2016 in a permanent role. During 2015 Adrian worked at an outer metro general practice located in Springfield Lakes. During 2015 he studied hard and successfully completed his GP exams and gained his Fellowship from the Royal Australian College of General Practitioners.

Prior to medicine he worked as a physiotherapist for 16 years and has significant experience in this field. Adrian's history of physiotherapy and medicine have provided him with considerable experience in health promotion and chronic disease management. During 2015 while working in Springfield he developed a passion for paediatric and family medicine. In his spare time he enjoys playing tennis, photography and travelling.

Dr Mitchell Robinson

Mitch joins the Pivotal Team from Monday 3rd April 2017 to begin his General Practice training. Mitch grew up in Nambour and graduated from the University of Wollongong in 2014. Over the past 2 years he has worked within the NSW hospital system and more recently at the Princess Alexandra Hospital and QEII Hospital in Brisbane. During his final year at medical school he completed a 4 week clinical placement in South Africa. Mitch has a strong interest in dermatology and men's health and is looking forward to mastering the skills of general practice from our experienced GP's.

Kriszine Avenia—Nurse Practitioner and Practice Nurse



Kriszine completed her registered nurse training at the Princess Alexandra Hospital in Brisbane in 1992. She worked in hospitals in Brisbane and Newcastle before starting a family. Kriszine has worked at Pivotal Health since June 2007 when the clinic opened). Kriszine completed her Master of Nurse Practitioner Studies during 2015 and is endorsed by the Australian Health Practitioner Regulation Authority. This endorsement means that Kriszine can now bill to Medicare, order certain pathology and radiology tests and prescribe medications under the PBS.

Maria Lewis—Practice Nurse

Maria joined our team in 2013 and brings with her many years of nursing experience. Maria has worked in various areas of nursing including acute care in the hospital setting, aged care and general practice. Maria enjoys the challenges and variety general practice brings.



Introducing our Administration Team

Emma Kohler	Practice Manager
Jane Campbell	Bookkeeper/Accounts manager
Beth	Front Office Manager
Helen	Receptionist
Chelsea	Receptionist
Patricia	Receptionist
Rebecca	Receptionist
Adele	Receptionist

Services Available

We have an extensive range of services available including General Medicine, home visits, check ups, family planning, pregnancy tests, heart checks (ECG), counselling, childhood vaccinations, travel medicine, minor surgery – stitching cuts, removal of moles and sunspots, liquid nitrogen freezing therapy for sunspots and warts, nutritional advice, sports medicine, skin checks, pre employment medicals, onsite vaccinations, weight management, chronic disease management, mental health counselling, diabetes care.

We have visiting allied health professionals including Lisa Peterson (dietitian—Tree of Life Nutrition), Peta Tauchmann (Diabetes Educator) and Matthew Parrish (exercise physiologist—Redlands Exercise Physiology).

Online Appointments

Appointments can be made online 24 hours a day via our website www.pivotalhealth.com.au or via the HotDoc App (which can be downloaded from the App Store or Google Play). Please note that childhood immunisations cannot be booked online as we need to ensure that nursing time is allocated. Should you be having

difficulties with making an appointment online; please contact our reception team or the Practice Manager.

Appointments

We have a booking system which will minimise waiting times. We need your help to ensure its success. To avoid delaying other patients we ask that you request longer consultations for procedures, women's checks or should you feel you need longer with the doctor. If you are unsure if you need a longer appointment please ask our friendly reception staff.

Emergencies are always given priority and our staff will attempt to contact you or inform you on your arrival if there is an unforeseen delay or if your GP has been called away.

From time to time our doctors may run late, being late can be stressful for patients and staff. One reason we may run late is that our consultations run over time, we kindly ask that when booking your appointments you inform our reception staff if you require a longer appointment.

Did you know? Just four minutes extra per consultation can cause the doctor to run 1 hour late at the end of a session.

Continuity of Care

This practice encourages patients to have continuity of care by seeing their regular treating GP for visits where possible. Reception staff may ask who your regular GP is at the time of making an appointment (we do endeavour to make your appointment with your regular practitioner) however there may be times where this is not possible. For your convenience, should your doctor be unavailable at the requested time, reception staff may offer you an appointment with an alternative GP or an alternative time with your regular GP.

Accidents and Emergencies

We understand that accidents and emergencies can occur at any time. We ask that you telephone the surgery and speak to one of our practice nurses first and you will be advised of the appropriate action.

Home Visits

Doctors at Pivotal Health do home visits when appropriate and are limited to a 5 kilometre radius of the clinic. This includes some areas in Cleveland, Thornlands and Ormiston. Home Visits are restricted to patients who are too frail or ill to attend the clinic. We do not do home visits on patients who have not been seen at the clinic.

Care Outside Normal Opening Hours

Should you require urgent medical attention outside normal clinic hours National Home Doctor Service can be contacted on 13 SICK (13 74 25) or Australian After Hours Doctors

1300 466 337 . Visits are usually bulk billed. Should you require further information please ask one of our reception staff. Should your after-hours medical issue be an emergency please call the ambulance service by phoning 000.

Telephone Access

Doctors in the practice may be contacted during normal clinic hours. If the doctor is with a patient, a message will be taken and our reception staff will advise you when it is likely that the doctor may return your call. Your call will always be put through to a doctor or one of our practice nurses Kris Avenia or Maria Lewis in an emergency.

Email Access

We prefer that you do not email the doctors in this practice as they can find it difficult to respond to emails. Please discuss this with our reception staff or practice manager if you require an email sent to a doctor.

Medical Certificates

These will not be issued for non-medical reasons apart from bereavement or family support. The patient must be seen at the time of illness to write a certificate. Please note that medical certificates cannot be back dated.

Repeat Prescriptions

Medications are normally prescribed at consultations however there may be times where repeat prescriptions are required.

Script clinics are for patients requiring **repeat prescriptions only** for medication that they take regularly. To attend script clinics, the patients must have attended the practice for a normal appointment in the last 6 months and the prescription cannot be for strong pain killers, sleeping tablets or antidepressant drugs. There is no out of pocket expense for patients who attend the script clinics. Script clinics run twice a week, bookings are essential. Please ask our reception staff for more information about this service and for times.

For patients who are unable to attend a script clinic due to an illness or injury, phone requests for repeats may be available **but are at the prescribing doctor's discretion**. Please note that our doctors are very busy and require 2 working days for repeat prescriptions. Should you require an urgent script, please discuss this with our reception staff. There is a fee of \$20-\$30 for prescriptions ordered over the phone. Please note that this fee is subject to change.

This policy now also applies to patients who require repeat prescriptions for Webster packs.

Referrals

Referrals to a specialist are a matter for discussion with the doctor during consultation. Repeat /ongoing referrals need to be done at an appointment. The doctors at this practice encourage patients to attend the practice for these issues.

For patients who are unable to attend a script clinic due to an illness or injury, phone requests for ongoing referrals may be available **but are at the referring doctor's discretion**. Please note that our doctors are very busy and require 2 working days for referrals. Should you require an urgent referral, please discuss this with our reception staff. There is a fee of \$20-\$30 for referrals ordered over the phone. Please note that this fee is subject to change.

Please be aware that your GP may disclose personal health information in your referral.

Express Clinics

From time to time during workforce shortage of busy times (Flu season) we run express clinics. Express clinics are for patients who are seeking a quick 10 minute appointment for a simple medical complaint. Patients attending express clinics will see our nursing staff before seeing the doctor. Conditions or requests that can be seen at express clinics include; urinary tract infection, conjunctivitis, ear ache, blood pressure check, hayfever, coldsore, medical certificate and repeat pathology request form and many more.

Clinics run Monday to Friday (at different times), bookings are essential and normal consultation fees apply and appointments will only be taken on the day. Please see our reception staff if you are interested in finding out more.

Nurse Practitioner Appointments

Our practice nurse Krisine is now a nurse practitioner and available for appointments during busy periods. What is a Nurse Practitioner?

A Nurse Practitioner is a registered Nurse who has completed their master's degree.

Graduates are able to:

- assess and treat clients in a specialty field
- conduct advanced comprehensive health assessments
- order diagnostic investigations
- prescribe some medications and other interventions
- directly refer patients to other healthcare professionals
- Perform pap smears and other preventive health procedures

Krisine is able to offer her skills to our patients and for your convenience is available for appointments during our busy times. Please note that Krisine's consultation fees are privately billed in line with our practice billing policy. Out of pocket expenses (after Medicare) are the same as our GP appointments.

Should any health issues be outside of the Nurse Practitioner's scope of practice,

care will be transferred to a GP.

Fees and Billing Arrangements

Fees are based on the length of consultations, with additional costs for specific tests, procedures and treatments. Fees are displayed in the reception areas (on the notice board); alternatively please ask our friendly reception staff. A current list of our consultation fees can be found at the end of this brochure.

Fees are payable at the time of consultation, we accept cash, cheque, EFTPOS, Mastercard and VISA.

We do not accept gap payments for consultations. Should there be any problems paying on the day of consultation, please speak with our reception staff, practice manager or with your doctor.

Confirming appointments

It is the policy of the practice that we confirm appointments the day before your scheduled visit. Our preferred method is via text message; a new feature is that you can text back Y or N to let us know if you are attending your appointment. If we do not have your mobile phone number or you do not consent to SMS reminders our reception staff may contact you via telephone to confirm your booking.

Missed or Cancelled Appointments

We request that a minimum of 2 hours' notice is given to our reception staff should you be unable to keep an appointment. There may be a fee payable for patients who do not attend appointments without cancelling them. We understand that sometimes there are extreme circumstances where you may not be able to attend or cancel your appointment. Please discuss this with reception staff or our Front Office Manager if this occurs.

Smoking Policy

This practice has a no smoking policy. As per the new QLD tobacco laws there is to be no smoking inside this practice nor within 4 metres of the practice's front door.

Reminder System

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may SMS or post you a reminder notice from time to time offering you preventative health services appropriate to your care or reminding you that a health related issue is due to be reviewed. Please note that it is our duty of care to remind you of health re-

lated reminders such as pap smears and skin checks. If you do not wish to be a part of this system please discuss this with your doctor.

Disability Access

Wheelchair access is available via the front entrance of the clinic. We have bathroom facilities within the clinic that have wheelchair access. Disabled parking is available within the Coles car park and a 2 minute drop off and pick up area has been created outside the clinic on Shore Street for your convenience. Our practice has a number of height adjustable beds for patients who require access to one.

Translating and Interpreting Services

This practice accommodates the needs of patients who may require assistance if they are unable to speak English or if they are hearing impaired. We are able to arrange interpreting services to patients for free. Please ask our reception staff if you require an interpreter to be organised.

Updating records

We request that if any of your contact details have changed (including emergency contacts) that you advise our staff immediately so that your health record can be changed. We may ask you to review your details every 6 months when you are in the practice. By doing this as we have found that our rate of being unable to contact patients has dropped dramatically.

Patient Test Results

Your doctor will advise you when they expect the results of tests or procedures to arrive at the practice. We request that you contact the practice to find out if your results are back and what they mean for your care.

We attempt to contact patients via telephone, SMS or post should your doctor specifically request to see you for follow up. Please note that our reception staff cannot give detailed results over the phone or in person unless directed by a clinical team member. Our practice nurses Kristine or Maria may be able to assist with your enquiry.

PIVOTAL HEALTH CONSULTATION FEES

Our fees are listed below for your information:

	Fee	Medicare Rebate
Brief Consultation (Level A)	\$46.00	\$16.95
Nurse Practitioner Brief Consultation	\$38.00	\$9.60
Standard Consultation (Level B) 10 minutes	\$78.00	\$37.05
Standard Consultation (Level B) 15 minutes	\$84.00	\$37.05
Nurse Practitioner Standard Consultation	\$60.00	\$20.95
Long Consultation (Level C) 20 minutes	\$112.00	\$71.70
Nurse Practitioner 20 minute Consultation	\$79.75	\$39.75
Long Consultation (Level C) 25 minutes	\$141.00	\$71.70
Long Consultation (Level C) 30 minutes	\$156.00	\$71.70
Long Consultation (Level C) 35 minutes	\$162.00	\$71.70
Nurse Practitioner Long Appointment	\$91.50	\$39.75
Prolonged Consultation (Level D) 40 minutes	\$225.00	\$105.55
Prolonged Consultation (Level D) 45 minutes	\$247.00	\$105.55
Nurse Practitioner Prolonged Consultation	\$121.00	\$62.45

A \$10 surcharge applies on Saturdays

A \$10 charge applies to accounts not paid on the day

Procedures

All procedures are billed privately and payment is required when sutures are removed.

After claiming from Medicare you will be out of pocket between \$108 and \$320 depending on the complexity of the procedure and/or the pathology results.

Other Tests and Examinations

From time to time your doctor may request examinations/tests to be completed within the clinic to assist with your diagnosis or ongoing care. Additional charges may apply and your doctor will discuss these with you at the time of your visit.

Please note that fees charged are at each individual doctor's discretion

10 tips for Safer Health Care

This summary has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by the Commonwealth, State and Territory governments to improve the safety in health care in Australia. These 10 tips can help you become more active in your health care. More questions you might want to ask your health care professional are contained in the *10tips for Safer Health Care Booklet* (located in the waiting room)



1. Be actively involved in your own health care

Take part in every decision to prevent things from going wrong and get the best possible care for your needs.

2. Speak up if you have any questions or concerns

Ask Questions

Expect answers you can understand

Ask a family member, carer or interpreter to be with you if you want.

3. Learn more about your condition or treatments

Collect as much reliable information as you can

Ask your health care professional:

- what should I look out for?

- please tell me more about my conditions, tests and treatments

- how will the tests or treatments help me and what is involved?

- what are the risks and what is likely to happen if I don't have treatment?

4. Keep a list of all of the medicines you are taking

Include

-prescriptions, over the counter medication and complementary medicines (e.g. vitamins and herbs); and

- information about drug allergies you may have

5. Make sure you understand the medicines you are taking

Read the label including any warnings.

Make sure it is what your doctor ordered for you

Ask about:

directions for use;

Possible side effects or interactions; and

How long you will need to take it for

6. Get the results of any test or procedure

Call your doctor to find out your results

Ask what they mean for your care

7. Talk about your options if you need to go into hospital

Ask:

How quickly does this need to happen?

Is there an option to have surgery/procedure done as a day patient, or in an alternative hospital.

8. Make sure you know what will happen if you need surgery of a procedure

Ask:

-what will the surgery or procedure involve and are there any risks?

-are there any other possible treatments

-how much will it cost

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9. Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and

where, as close as possible to it happening.

10. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow up care

Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 tips for Safer Health Care by calling 02 6289 4244 or www.safetyandquality.org

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>. A copy of the Pivotal Health Privacy Policy is available on request.

Your rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us or use the suggestion box. We take your concerns, suggestions and complaints seriously. Alternatively, ask to see the Practice Manager (Emma Kohler) regarding your concern, which will be fully investigated and appropriate action taken.

Should you be dissatisfied about the way your complaint has been handled within the clinic you can contact the independent body dedicated to improving the quality and safety of health services in Queensland - the Office of the Health Ombudsman on 133 646 or <http://www.oho.qld.gov.au>.



POSTAL ADDRESS

PO Pox 1103

Phone: 07 3286 1122

Fax: 07 3286 1133