



## Beaudesert Family Practice

### 7 Day Medical Centre & Skin Cancer Clinic

Beaudesert Fair Shopping Centre,  
William Street,  
Beaudesert Qld 4285  
Ph.: (07) 5541 3111 Fax: (07) 5541 3324  
After Hours Ph.: (07) 5543 0252  
Email: [reception@bfpractice.com](mailto:reception@bfpractice.com)  
Website: [www.beaudesertfamilypractice.com.au](http://www.beaudesertfamilypractice.com.au)

## Your Health Is Our First Priority

**BULK BILLING**

**OPEN 7 DAYS**

**NEW PATIENTS WELCOME**

Our friendly reception staff are able to assist you between:

Monday to Friday 8:00am – 6:00pm

Saturday 8:00am – 4:00pm

Sunday 8:30am – 3:00pm

# Practice Information

The Doctors and Staff at Beaudesert Family Practice are dedicated to the provision of primary, continuing and comprehensive whole patient Medical Care to all individuals, families and the community. Our staff are trained to deliver professional, pleasant and affordable services in a well equipped environment.

## **Dr Pedram Kavand - MD , FRACGP (Fellow of RACGP)**

Dr Kavand has extensive experience in different fields of General Practice, Skin cancer Musculoskeletal /Chronic Diseases (Diabetes, Asthma, COPD, Metabolic Diseases),Mental Health, Chronic Pain Management, Weight Management and Smoking Cessation.

## **Dr Thirun Yogasivam - MBBS, DFFP (UK), MRCGP (UK)**

Dr Yogasivam (Dr Yogi) is a graduate of Madurai Kamraj University of Medical Science and has also completed his Postgraduate General Practice Training in the United Kingdom. His special interests are Diabetes, Chronic Pain, Psychiatry and Elderly Care.

## **Dr Araceli Arreza – MD**

Dr Arreza Graduated from University of the East (Quezon City) Philippines. Dr Araceli has her Australian Medical Council Certificate and has been practicing in Australia since 2005.

## **Dr Justin Wong – MD, FRACGP**

Dr Justin Wong graduated from the University of Queensland in 2011. He gained extensive hospital experience at the Rockhampton Base and Gold Coast University hospitals prior to his journey into General Practice. He has completed the RACGP examinations and is on track to obtain fellowship (FRACGP). Justin is a native of Canada and speaks fluent English as well as Cantonese. Prior to medicine, he was an electrical and computer engineer and worked on the oilsands of Northern Canada and the Scottish deepwater Schiehallion oilfields.

## **Dr David Lawlor - BSc (hons) in Applied Chemistry, with First Class Honours PhD in Physical Organic Chemistry MB BCh BAO LRCP & SI from Royal College of Surgeons in Ireland, with honours**

Dr. Lawlor entered medical school having completed a PhD in physical organic chemistry in University College Dublin. He graduated, with honours, from the Royal College of Surgeons in Ireland graduate entry medical school in 2012. Following graduation, he completed terms in general surgery, vascular surgery, general medicine, and geriatric medicine. He then spent several years in Ireland working in the areas of intensive care medicine, anaesthesia, cardiothoracic anaesthesia and cardiothoracic intensive care. He then moved to Sydney Adventist Hospital intensive care unit where he worked in intensive care medicine for 18 months before moving to Gold Coast and completing a further 18 months of anaesthesia work.

## **Dr Chungath Juni Jobson – MBBS, MS (General Surgery), Diploma in Computer Sciences, Fellowship in Accident and Emergency Medicine**

Dr Chungath Juni Jobson (Juni) completed his MBBS from India 1995 then went on to have a very diverse career. His first three years as a doctor spent working in the niche field of leprosy (Hansen's Disease), he underwent WHO training in dermatology and ophthalmology related to Hansen's Disease. Then he went on to do a Fellowship in Accident and Emergency Medicine and a Master's in general surgery at the world-renowned Christian Medical College Hospital Vellore. While working here, he was awarded a visiting Scholarship to Stanford University Medical Centre in California USA and International College of Surgeon in Chicago USA . After returning from the USA, he worked as a General Surgeon in rural India for 4 years. He calls himself "a very general surgeon" due to the sheer variety of things he had to do in rural India. He has travelled extensively. The family relocated to Australia in 2008.

## **Dr David Kealy - MBBS**

## **Dr Mario Glas – MBChB, CCFP, RACGP**

Dr Mario Glas brings decades of knowledge and experience as a doctor from across the globe. Doctor Mario graduated in 1991, before working in rural and remote areas of South Africa, Canada and Australia as an emergency room doctor and general practitioner. He specializes in skin cancer surgery and skin exams and holds a Professional Diploma of Skin Cancer Surgery and plans to obtain his Master of Medicine (Skin Cancer) in the near future. His other areas of expertise are pre-natal care, orthopaedics and ECG interpretations. Doctor Mario is a member of the Royal Australian College of General Practitioners and holds his Certification in the College of Family Physicians. When he is not in the office, Doctor Mario can be often be found golfing, farming and watching rugby.

**Dr Imran Khan – MBBS**

**Dr Corina Preda – MBBS**

Dr Corina Preda graduated from the University of Queensland in 2009 with a double degree in Commerce and Science. She subsequently attended the University of Queensland Medical School and graduated in 2013. In her first few years of work, she undertook rotations in General Medicine, Stroke Medicine, Renal Medicine, General Surgery, Urology, Orthopaedics and Emergency Medicine at a variety of South East Queensland Hospitals. She pursued her love for General Surgery with two years of General Surgical and Urological unaccredited training before making a career change to Emergency Medicine. In 2019 she commenced training with the Australasian College of Emergency Medicine. During her working travels, she fell in love with Rural and Remote Medicine, and she commenced dual training with the Australian College of Rural and Remote Medicine in 2022.

**Dr Timur Navruzov – MBBS**

Dr Timur Navruzov joined the practice in 2021. He graduated from Cardiff University in 2012 and worked in hospitals across the UK and Australia. He has an interest in minor procedures, orthopaedics and preventative care and sees patients of all ages. He is a low carb friendly doctor. Outside of work, he enjoys cycling and learning new languages

**Dr Maria Ramzan - MBBS**

Dr Maria graduated from Rawalpindi Medical University in Pakistan. Currently, she is training to achieve Royal Australian College of General Practitioner's fellowship. Prior to start GP training she has worked at Rockhampton hospital and Queen Elizabeth II Hospital in various medical and surgical departments.

**Dr Christopher Anigbo – MBBS**

**Dr Qirrat Sharif – MBBS**

Dr Qirrat was born and brought up in Karachi, Pakistan, and qualified at the University of Karachi with a Bachelor Medicine & Surgery degree in 2010, and then worked for 3 years in public and private hospitals in Pakistan. She moved to Australia in 2014 and after her registration with the Australian Medical Board in 2018, she has worked at the Toowoomba Hospital, Queen Elizabeth 11 Hospital and Logan Hospital in departments of Emergency Medicine, Urology, Obstetrics and Gynaecology.

Her main areas of interest are Women's reproductive health, paediatrics and chronic disease. Outside of her work she loves to spend time with her husband and two kids, She is also fond of cooking, kayaking and travelling.

**Dr Nidah Ahmad – MBChB**

Dr Nidah is currently training to achieve her fellowship with the Royal College of general practitioners. She has worked at the QEII hospital in Brisbane, as well as Robina hospital on the Gold Coast. She has also worked as a rural GP registrar in Jimboomba.

Dr Nidah has an interest in obstetrics and gynaecology conditions, as well as paediatrics and chronic disease management, including obesity management.

In her spare time, she enjoys spending time with her 2 daughters and husband, listening to podcasts and baking.

**Kate Dean** is our visiting Exercise Physiologist.

**Laura Gardner** is our visiting Clinical Psychologist.

**Laura Gilbert** and **Sophie Wells** are our Practice Managers. **Tania, Mayukh, Taylah, Alexandra and Samantha** are our Practice Nurses. **Laura, Sophie, Emma, Samantha, Jessica, Leah, Serena and Nicole** are our friendly receptionists.

**TELEPHONE COMMUNICATION POLICY**

Doctors in this practice may be contacted during normal surgery hours. If the doctors are with a patient a message will be taken and the receptionist will advise you when it is likely that the doctor will be able to return your call. This is done by placing the patients name or caller on the bottom of the doctors or nurses column with a message advising of patient/caller request or reception are able to send the doctor/nurse an F8 direct message through our software. Patient/Caller is advised that the doctor/nurse will get to the message within a reasonable time frame based on the request. Once we have taken the telephone message we relay it to the patient and double check contact details. Telephone messages that are considered by the doctor/nurse to be non-urgent may not be actioned on the same day, but will always be copied/moved to the following day when the doctor/nurse is working.

## **EMAIL COMMUNICATION POLICY**

Whilst not encouraged, our practice allows patients an opportunity to obtain advice or information related to their care by electronic means, but only where the general practitioner determines that a face-to-face consultation is unnecessary and that communication by electronic means is suitable. Our practice will only provide information that is of a general, non-urgent nature and will not initiate electronic communication (other than SMS appointment reminders) with patients. Any electronic communication received from patients is also used as a method to verify the contact details we have recorded on file are correct and up-to-date.

**In an Emergency your call will be put straight through to the doctor.**

## **APPOINTMENTS**

To provide quality service takes time. Our suggestions for appointments are:

- ❖ Simple problems or follow-up = regular consult
- ❖ New patients, serious or complex problems = double appointment
- ❖ Surgical Procedures >20
- ❖ Insurance and pre-employment medicals, multiple problems and comprehensive check and mental health problems = 30 minutes

For continuity of care we encourage you to see your regular doctor. Our Practice is pro-active in providing this and will endeavour to ensure that you see your requested doctor at all times when possible. A standard appointment is 10-15 minutes duration. If you require a longer consult please let us know when you book your appointment. Urgent patients will be prioritised, kindly bear with us if you have to wait. Remember, the next emergency could be you.

## **BILLING POLICY**

Beaudesert Family Practice bulk bills all Medicare related consults and procedures regardless of status. Fees apply for any other consults unrelated to Medicare such as pre-employment medicals, insurance medicals and work-cover consultations. Current Medicare card and concession card have to be presented to the reception staff upon request. For information on fees not covered by Medicare please ask our friendly staff.

Pre-Employment Medicals	\$110.00 incl GST
Extensive Pre-Employment Medicals	\$POA
Commercial Driver's License	\$110.00
Insurance Applications/Reports	\$110.00
No Medicare	Level B \$50.00
	Level C \$80.00
	Level D \$110.00

## **DEPARTMENT OF VETERANS' AFFAIRS**

All our doctors are registered Local Medical Officers, providing services for all veterans (DVA). All consultations are BULK BILLED.

## **INVESTIGATIONS/RESULTS**

It is very important that you return to your doctor to discuss all your investigation results. Our receptionists are not trained nor legally responsible to release your results. We advise that you make your appointment before leaving the surgery if your doctor asks you to have an investigation. However, patients will be contacted if the doctor feels urgent attention is required for certain results.

## **HOME VISITS**

Home visits are available for regular patients whose condition prevents them from attending the surgery.

## **REMINDER SYSTEM**

This practice participates in preventive medicine. Your doctor will seek your permission to be included on our reminder system. From time to time you may receive a letter or SMS from us inviting you to participate in screening of preventable diseases. We may also remind you when you are due for a particular procedure or when your chronic disease management needs to be reviewed. Kindly let us know if you do not want to be included in our recall and reminder system.

## **REPEAT PRESCRIPTIONS**

These are only available by prior arrangement with the doctors.

## **AFTER HOURS**

**FOR EMERGENCIES RING 000** - For any other afterhours concerns please ring (07) 5543 0252.

## **FEEDBACK**

We welcome your suggestions or comments regarding the service we provide. If you have a problem we would like to hear about it. Please feel free to talk to your GP or our friendly reception staff. You may prefer to write to us or use our QR code at reception. As a result of patient feedback we have extended our availability by increasing our opening hours and now we are open 7 days a week.

## **YOUR RIGHTS**

We, at Beaudesert Family Practice take your concerns, suggestions and complaints seriously. We would like to address any of them immediately to ensure we provide the highest standard of care. However, if you feel you have been unfairly dealt with by this practice and we haven't addressed the issue to your satisfaction, you can contact the Health Ombudsman on Ph.: 133 646. Their website is [www.oho.qld.gov.au](http://www.oho.qld.gov.au) and their email address is [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au). Their address is PO Box 13281, George Street, Brisbane Qld 4003.

## **CULTURAL AWARENESS**

We encourage patients to advise our staff of their cultural background. For example, if of Aboriginal or Torres Strait Island origin.

## **REFERRALS TO SPECIALISTS**

When requesting referral to a Specialist, it is advisable to see your doctor who can assess the nature and urgency of your situation and subsequently arrange for you to see the most suitable specialist. Only relevant information in your patient health record will be included in the referral to protect your privacy. You can request to see a particular Specialist if you wish.

**SMOKING POLICY – This practice has a NO SMOKING policy.**

## **SERVICES WE OFFER INCLUDES:**

- General Family Medicine Consults
- Family Planning
- Travel Vaccination
- Preventative Health
- Antenatal Shared Care with the Hospital
- Child and Adult Immunisations
- Care Plans for Chronic Diseases
- Allied Health Professional Consultations
- Pre-employment and Insurance Medicals
- Commercial Drivers Medical
- Counselling
- Pap smear
- ECG
- Spirometry
- Holter Monitor
- 24hr Blood Pressure Monitor
- BSL Check
- BP Check
- ABI
- Iron Infusion
- Ear Syringing
- Men and Women's Health
- Child Health
- Skin Checks with Mole Max HD Machine
- Skin Cancer Removal
- Implanon Removal and Insertion
- Mental Health Consultations

## **TELEPHONE NUMBERS**

### **AMBULANCE EMERGENCY RING 000**

Accident and Emergency

In an extreme emergency such as breathing difficulties, non-relenting chest pain or a profusely bleeding wound – **PHONE 000** – and ask for the ambulance.

### **FOR ALL OTHER HEALTH CONCERNS OUTSIDE NORMAL HOURS CONTACT**

After Hours 5543 0252

Poison Information 13 11 26

Hospital Telephone Numbers: Beaudesert Hospital 5541 9200  
Logan Hospital 3299 8899

When things go wrong with your medicines call:

Adverse Medication Events Line 1300 134 237

### **If you require an interpreter please tell our reception staff so we can arrange one for you.**

Translation and Interpreting Services 131 450

National Relay Service [www.relayservice.gov.au](http://www.relayservice.gov.au)

TTY/Voice Call 133 677

Speak and Listen 1300 555 727

SMS Relay 0423677767

## **Beaudesert Family Practice - Privacy Policy**

Current as of: 01/07/2022

### **Introduction**

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

### **Why and when your consent is necessary**

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### **Why do we collect, use, hold and share your personal information?**

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

### **What personal information do we collect?**

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

## How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration form.
2. During the course of providing medical services, we may collect further personal information through electric transfer of prescription (eTP), My Health Records e.g. Shared Health Summary, and other Health Professionals e.g. Hospitals/Specialists.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - your guardian or responsible person
  - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
  - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

## When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in the following ways

- Electronically
- X-rays
- CT scans

- Digital Photos
- Visual Records
- Paper Records

Our practice stores all personal information securely.

Beaudesert Family Practice securely stores and protects personal information via an electronic system, in a protected information system in a secured environment. We use passwords, secure cabinets, confidentiality agreements for staff and contractors to ensure all personal information is secure.

## How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing with patient name, date of birth and address and our practice will respond within a reasonable time frame of 14 days. We do not charge a fee for you to access or correct personal information.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to Laura Gilbert – Practice Manager in person or Reception staff can provide you with an "Update Personal Details Form"

## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please direct your privacy related complaint with your Full Name, Contact details i.e. Phone number and email address. Our turnaround timeframe for privacy related complaints will be addressed within 30 days from receipt of complaint.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992. Alternatively, you can contact The Office of the Health Ombudsman on 133 646 or for further information visit <http://www.oho.qld.gov.au/>.

## Privacy and our website

When you are making an Online Appointment Booking on our website via Health Engine, personal information is collected. For further information visit Health Engine's privacy policy <https://healthengine.com.au/privacy.php>

Cookies: The cookies we use on our website will only be temporary session cookies, which won't hold any customer information. By using Beaudesert Family Practice website you agree to our use of the cookies outlined in our Privacy Policy. If you wish to opt out of accepting cookies online, we would be happy to receive your request via Phone: 07 5541 3111.

## Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patients on our practice website when we renew our privacy policy.

### Disclaimer

The *Privacy policy template for general practices* is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavors to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.



Beaudesert Family Practice is fully accredited by Australian General Practice Accreditation Limited to ensure quality and professional standards of practice are met.