



07 5438 2069

Shop 1, 36 Village Way

Little Mountain | Qld | 4551

P: 07 5438 2069 **F:** 07 5438 2071

E: littlemountainmedicalreception@gmail.com

W: www.littlemountainmedical.com.au

OPENING HOURS

Monday to Friday: 8:30am to 5:00pm

Saturday-Sunday & Public Holidays: Closed

GENERAL PRACTITIONERS

Dr Daniel Ives MBBS BMedSci, FRACGP
Acute illness, chronic disease and endocrinology

Dr David Weiss MBBS BSc, FRACGP
Mental Health, Men's Health and Young Family
Medicine

Dr Steven Garrad MBBS BSc, FRACGP
Chronic Disease Management, Men's Health, Skin and
Paediatrics

Dr Sonali Sooveere MD, FRACGP
Skin Checks, Skin Cancer Excisions, Women's Health,
Mental Health, Paediatrics and Chronic Disease
Management

Dr Martine Hatfield- On maternity leave
MBBS BSc, RACGP, Dip Child Health
Paediatrics, Women's Health, Diabetes Management

OUR SERVICES

- Health assessments for over 75's, 45-49
- Indigenous Health Checks
- Immunisations
- Antenatal Care
- Baby Checks
- Weight Loss
- Minor Surgical Procedures
- Spirometry
- Skin Checks
- Asthma Checks
- Diabetes Checks
- ECG's
- Travel Advice/Vaccinations

RECEPTIONISTS

Our receptionists will assist you with all appointments, accounts and general enquiries.

PRACTICE NURSES

Our Practice Nurses are available Monday to Friday.

PATHOLOGY

4Cyte Pathology is available Monday to Friday: 9:00am – 1:00pm

RESULTS

We encourage all patients to return for results, as the Doctor should discuss these with you. Reception staff cannot give you results over the phone.

PHONING YOUR DOCTOR

Our Doctors do not take calls while they are consulting, unless it is an extreme emergency. You can telephone the Doctor during the normal surgery hours. A message will be taken, and the Doctor will return your call when convenient. This surgery does not give results or take prescription requests over the phone. **You must make an appointment for these.**

INTERPRETER SERVICES

National Relay Service (NRS)

For patients with a hearing/communication impairment

Phone: 133 677

Translating and Interpreting Service (TIS)

For patients who speak languages other than English and require the services of an Interpreter

Phone: 131 450

Please refer to the posters in our reception area.

COMMUNICATING VIA EMAIL

Emails are checked periodically throughout the day and will usually be actioned within one business day. Please do not email us regarding an urgent matter.

If you need to speak with us urgently during our opening hours or do not receive a reply to your email, please contact us by phone.

FEE STRUCTURE

Little Mountain Medical is a privately billed clinic. The fee is payable at time of consultation, accounts will not be issued. We accept payment by EFTPOS only.

If you have any concerns regarding billing, please discuss with reception.

REMINDER SYSTEM

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for cervical screenings, immunisations, blood tests and other preventive health services appropriate to your care.

If you do not wish to be part of this system, please advise our reception staff.

REFERRALS

We prefer to discuss your condition with you before referring to a specialist.

If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist.

SCRIPTS

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked.

If you have been seen recently and require a repeat script, the doctor may write it for you but may require a short consultation with your doctor.

HOME VISITS

If you require a home visit, you will be booked in with the Doctor for a telehealth appointment first. Home visits are available when safe and reasonable to do so.

RECALLS

Our practice is committed to preventative healthcare. You have the choice to opt out from receiving these reminders on the National Registry that are appropriate for your healthcare. Please see reception for more details. On occasion you may receive correspondence from us as a reminder when certain procedures, immunisations etc. are due. Please advise us if you do not wish to participate in this service.

MANAGING YOUR PERSONAL HEALTH INFORMATION

All personal health information is confidential but sometimes it is necessary to release information to other institutions e.g. Hospital, other Doctors, life insurance companies, Workcover etc. This information will not be released without your prior consent except in the case of serious medical emergency. Staff employed by Little Mountain Medical, are also bound to strict confidentiality agreements.

AFTER HOURS

You can phone the National Home Doctor Service on 137 425 or Doctors After Hours on 5476 7075

For urgent medical attention please call 000

APPOINTMENTS

We operate an appointment system but reserve limited vacancies for urgent cases. A standard consultations require 15 minutes. If you feel you need a longer appointment, please advise reception when making the appointment. Emergency and acute medical conditions will be given priority. Walk-ins will be allocated the **first available consultation** and will usually be required to wait.

TELEHEALTH APPOINTMENTS

If you have been seen face to face in the past 12 months you may be eligible for a Telehealth (phone) appointment. These appointments still do require a time slot just like a normal appointment. Please note, some things cannot be done over the phone and the Doctor may require you to come in for a face to face appointment. Your Doctor will transfer you to reception once the consultation has ended to process payment over the phone, you still will receive a Medicare rebate. Please advise reception when booking the appointment if you would like a Telehealth, alternatively you can also book using the HotDoc app and select telehealth

CANCELLATIONS

We would appreciate it if you would advise us if you cannot attend your appointment. We require at least an hour's notice as we have people on waitlists who would be happy to fill your slot. If you do not attend an appointment and fail to notify us, a private fee will be charged.

ON ARRIVAL

Please see the reception staff and present a valid Medicare Card, DVA Card and current Pension or Health Care Card. Please advise reception of any change of address or personal details. You will be advised of any possible delays.

YOUR RIGHTS

If you have any feedback or a problem we would like to hear about it. Please feel free to talk to the Practice Manager or the reception staff. You may prefer to write to us or use the suggestion box. We take your concerns, suggestions and complaints seriously, however if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery. You can contact the Health Ombudsman:

Office of the Health Ombudsman
PO Box 13281, George Street, Brisbane Qld 4003
P: 133 646 | E: info@oho.qld.gov.au