

**INGHAM**  
22 Heard Street  
Ingham QLD 4850  
Fax: (07) 4776 6400  
Phone: (07) 4776 2101

**CARDWELL**  
75 Victoria Street  
Cardwell QLD 4849  
Phone: (07) 4227 2000  
Fax: (07) 4066 8447

ABN: 95766180343  
Po Box 1687  
Ingham QLD 4850  
Website: [www.inghammedical.com.au](http://www.inghammedical.com.au)  
Email: [ifmpadmin@inghammedical.com.au](mailto:ifmpadmin@inghammedical.com.au)

*This Practice has been accredited by QPA Accreditation*



**INFORMATION SHEET**

**Welcome patients**

This information sheet is designed to inform you of our services at this practice. If you have any further queries, please don't hesitate to ask one of our friendly staff.

**Practice Manager:** Jessica Lavarini

**Finance Officer:** Carole Groundwater

**INGHAM**

**Doctors:** Dr Brett Scott                      Dr Shereen Lata                      Dr Angela Chishanga  
Dr Win Htet Aung

Rotating Intern from The Townsville Hospital every 10 weeks

**Nursing Staff**                      Amanda Truffa (RN)                      Christine Ihle (EN)                      Heidi Martin (EN)  
Jane Devlin (RN)                      Megan Valinoti (EN)                      Natalie Stanford (EN)  
Patrina Stanford (RN)                      Reagan Berger (RN)                      Tracey Stoddart (RN)  
Rowena Mastrippolito (RN)

**Reception Staff:** Alaina Duncan                      Cassandra Holland                      Morgan Berger  
Noelyne Marangone                      Toni Gaggiano                      Toni Zatta  
Zara Nicoll

**Diabetes Educator:** Cliff Mason  
Jane Devlin

**Practice Hours:** Monday-Friday                      7.00am – 5.00pm  
Saturday                      8.00am – 4.00pm  
Sunday                      CLOSED

## CARDWELL

**Doctors:** Rotating Doctors - Dr Shereen Lata & Dr Win Htet Aung

**Nursing Staff:** Christine Ihle

**Reception Staff:** Alaina Duncan

**Practice Hours:** Tuesday & Thursday 8.00am – 5.00pm

**Practice After Hours:**

If you are a regular patient and need to see a doctor before 7.00 am for an urgent matter, please call us on **07 4776 2101**.

**The Ingham Hospital has an Emergency Department available 24 hours a day 7 days a week.** If you have an urgent health concern after hours, contact Ingham Hospital, McIlwraith Street - Ph: 07 4720 3083 OR **in the event of an emergency, dial 000.**

We have partnered with Telehealth Doctor NQ who are able to provide telehealth appointments after hours. Contact them on 1300 255 562 or visit their website <https://www.telehealthdoctornq.com.au> to book an appointment.

One of our doctors is available by phone on weekdays until 11pm on **0429 074 776**.

The **After Hours GP Helpline** is also available on **1800 022 222** from 7.00pm to 7am Monday to Friday, Saturday after 2pm and after 1pm on Sunday to 8am Monday and on public holidays.

**Walk in patients:** At Ingham Family Medical Practice we accept walk in patients. Walk in patients are triaged following our triage policy and then advised of the wait as per their category.

**Home Visits:** Home visits are available for regular patients who have conditions which prevent them from attending the surgery. Please speak to the reception staff for more information regarding this.

**On Line Bookings:** For your convenience patients are available to make their own appointments online by downloading our Health Engine App or visiting our website [www.inghammedical.com.au](http://www.inghammedical.com.au)

**Consultations:** Both normal and long appointments are available. If you anticipate your consultation will require a longer visit, please notify reception when making the appointment. Patients have the right to participate in decisions about their health care.

**Fees:** Ingham Family Medical Practice is a mixed billing practice. See billing sheet attached.

**Urgent Care:** If you are in need of emergency medical care while at home, ring 000 and ask for an ambulance. If you are in the practice, please notify a staff member.

**Scripts:** Please make a short appointment with your doctor for repeat prescriptions. If this consult is kept to a script only you will be bulk billed directly to Medicare. However, if other concerns are discussed during the consult, the doctor may charge a fee.  
**Scripts orders will continue to be taken from the Chemist for nursing home patients.**

**Please note:** This is for prescriptions that your doctor at Ingham Family Medical Practice has previously prescribed to you. Not for new prescriptions, a change of medication or new patients to the practice.

**Patient Contact Details:**

If you have moved residence or have changed your phone contact details please advise the reception staff so that your details can be corrected.

**Allied Health Services:**

The following allied health services are available to be seen at the practice by referral from your doctor:

**Ingham**

- My Foot Dr - Podiatry
- Shane Chambers - Dental Prosthetics
- Coast to Country – Hearing specialist
- Leading Change – Psychologist
- Dr Peter McEwan - Orthopaedic Surgeon
- Barry Gregory - Hypnotherapist
- Dr Liam McCambridge – NExT Osteo & Rehab
- Synergy – Diabetes Ed, Exercise Physiologist & Dietician

**Cardwell**

- Towers Podiatry - Podiatry
- Coast to Country – Hearing specialist
- Synergy – Diabetes Ed, Exercise Physiologist & Dietician

**In Practice services:** At Ingham Family Medical Practice we provide the following services:

- Dressings
- Skin excisions
- Skin checks
- Operating Microscope
- Ambulatory Blood Pressure Monitoring
- Employment Medicals
- Cervical Screening
- Medical Abortion
- Vasectomies
- Post-natal care
- Retinal Photography
- Microdermabrasion
- Childhood immunisations
- Health assessments
- Indigenous Health assessments
- Preventative health
- Care plans
- Q Fever vaccination clinic
- COVID vaccinations

**Pathology Service:** Sullivan & Nicolaides operates a collection centre in the next building (Demountable buildings) beside the practice from 7.30am to 3.30pm Monday to Friday.

**Telehealth Consults:**

Telehealth offers the ability for our patients who live in rural and remote areas to see a specialist without the need to travel long distances. Specialists who offer this service include: Endocrinology, Dermatology, Allergy & Immunology, Fertility, Renal

Medicine, Geriatrics, Neurology, Oncology & Haematology, Ophthalmology, and Paediatrics & Psychiatry.

**Referrals:** Patients are required to see a Doctor for a renewal of a referral to see the specialist. Reception staff will fax the referral to the specialist as a courtesy. A copy will be given back to you to take with you to the appointment.  
**Some specialist rooms will ring you to make an appointment.**

Not all specialists' bulk-bill or follow DVA schedules. Please ask the reception staff at the specialist's rooms when making your appointment.

**Reminder System:** The practice uses an automatic reminder system, by both telephone and mail, for immunisations, pathology results and follow-up visits. Please notify staff when making an appointment if you have received a reminder.

Please let the doctor know if you would also like to be on the Queensland Cervical Screen Register.

**Communication:** Our doctors make every effort to minimize the time that patients have to wait for their consultation, and therefore our office staff attempt to keep disruptions for the doctors to a minimum during clinic hours. We do not encourage phone calls or emails from patients to Doctors. Your call will be transferred to the Practice Nurse who will triage your call and advise the appropriate course of action.

**Privacy:** The provision of quality health care is our principal concern. It requires a doctor-patient relationship of trust and confidentiality. Your doctor regards patient health information as confidential and will only collect this information with patient consent. A patient's personal information is handled in accordance with this practice's privacy policy and is consistent with privacy legislation.

**If you wish to have your results given to family members or carers, please ask for a patient Authorisation form, to be signed and scanned into your records.**

**Confidentiality:** This is a "paper-free" practice. All information of a personal nature is stored on computer file and is protected by a series of passwords. Only authorized staff may access this information. Patient records are treated with the utmost confidentiality. Patient records are not stored or left visible in areas where non- authorised persons can see them.

*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.*

When sending patient information via email, our practice uses Kiteworks which is an internet, encrypted portal and can only be accessed once a username and password have been created.

**Patient Feedback:** If you have any comments, complaints, or criticisms, or just a good idea, please fill in a feedback form located in the waiting room on the table near the brochure rack. Alternatively, please speak with reception or the Practice Manager.

**Accounts:** All accounts are to be settled at time of consultation.

**Language Difficulty:** If you require an interpreter to help you with communicating during your visit, please let us know at the time of making your appointment so that we can help you to arrange this. If you would prefer, you may bring a family member or friend with you. We are aware that in some instances, having a third person present during a consultation presents some problems such as reluctance for the patient to disclose

some information, or biased translation of information. You will be asked to sign a consent form for this third person to be present at your consultation.

Our practice encourages patients to utilize the free Translating and Interpreting Service (TIS) – Doctors Priority Line (131 450 – Client No. C823488). A free interpreting service is available for patients who are deaf and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1300 287 526 or [visit the NABS website http://www.nabs.org.au](http://www.nabs.org.au) for further information. Centrelink in Ingham also has interpreters available.

**Smoking:** Smoking is *not* permitted on our practice premises or in the immediate environment. Please notify reception if you are going outside.

**Wheelchair Access:** Our Building has ambulance and wheelchair access at the rear of the building and wheelchair access to the front door. Staff are on duty at all times to assist, and a wheelchair is available if required.

**Children’s Corner:** Parents are asked to supervise children at all times for the safety and comfort of our patients. Colouring pictures and pencils are also available - please ask the reception staff.

**Children’s Outdoor Area:** The outdoor play area is provided for all children awaiting a doctor’s appointment. It is the responsibility of all parents to supervise their children whilst in the play area.

**Tea or Coffee:** Complimentary tea and coffee is available while waiting to see a doctor. This is located on the left hand side of the waiting room near the water cooler. Ask the reception staff for a cup.

**Travel Assistance:** Travel forms can be completed and signed by the doctor when you come in for an appointment for a renewal of a referral. Travel forms will not be signed without a doctor’s appointment.

**X-ray Films/Discs:** Films and discs need to be collected from reception after your appointment with the doctor. Uncollected films/discs will be disposed of after three months.

**Complaints:** In the event of a complaint not being able to be resolved after discussion with the Practice Manager and/or Doctor, please contact:

## Contact the Office of the Health Ombudsman

You can make a health service complaint online by submitting an [online complaint form](#). To request certain non-sensitive information—such as information about you—visit the [accessing information](#) page.



Call

133 OHO (133 646)  
Monday to Friday  
8:30 am–4:30 pm  
Closed public holidays  
Fax: (07) 3319 6350



Email

**Health service complaints:**  
[complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)  
Visit our [Make a complaint](#) page for more information on making a health service complaint.  
**General enquiries or questions:**  
[info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)



Write

PO Box 13281 George Street  
Brisbane Qld 4003



Media enquiries

For details visit the [media enquiries page](#).

# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.



## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.



## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.

## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

## INGHAM FAMILY MEDICAL PRACTICE

ITEM NO.	DESCRIPTION OF SERVICE	MEDICARE	PRIVATE
<b>Regular Consultations</b>			
3	Level A – Brief	\$18.20	\$ 68.00
23	Level B – 20 mins	\$39.75	\$ 89.00
36	Level C – 20 to 40 mins	\$76.95	\$ 128.00
44	Level D – 40 + mins	\$113.30	\$ 166.00
<b>After Hours Consultations</b>			
5000	Level A	\$30.65	\$ 68.00
5020	Level B	\$51.80	\$ 130.00
5040	Level C	\$88.80	\$ 151.00
5060	Level D	\$124.50	\$ 188.00
599	Emergency	\$161.75	\$ 272.00
<b>Medicals</b>			
Medical	Medical Exam		\$ 200.00
Audio	Audiogram		\$ 62.00
Spiro	Spirometry		\$ 67.00
ECG	ECG		\$ 83.00
Drug	Drug Screen		\$ 38.50
<b>General Procedures</b>			
11315	Hearing Test	\$44.20	\$ 74.00
11505	Spirometry – 1 a year	\$37.00	\$ 66.00
11506	Spirometry	\$18.50	\$ 61.00
11707	ECG	\$16.55	\$ 76.00
13757	Venesection	\$65.55	\$ 108.00
16500	Antenatal Visit	\$42.40	\$ 89.00
	Medical Termination of Pregnancy		\$ 390.00
23	Vasectomy – Initial appointment	\$39.75	\$ 89.00
37623	Procedure	\$206.60	\$ 805.00
<b>General Items &amp; Procedures</b>			
	Alprim/Trimethoprim - per dose		\$ 7.50
	Amoxycillin (Syrup) - Child per dose		\$ 7.50
	Amoxycillin (Tablet) - Adult per dose		\$ 7.50
	B12 with concession		\$ 3.30
	B12 without concession		\$ 7.00
	Buscopan Injection		\$ 14.30
	Catheter Kit		\$ 49.50
	Ceftriaxone		\$ 7.50
	Cortisone 1 amp		\$ 8.00

## General Items & Procedures

Cortisone 2 amps	\$ 16.00
Cortisone - Time taken to administer (no PCC)	\$ 100.00
Cortisone - Time taken to administer	\$ 50.00
Dressing – Basic	\$ 5.00
Dressing – Complex	\$ 10.00
Ear Syringe – per ear	\$ 5.00
Ear Wick (includes ear wick & nurse time)	\$ 24.20
Emla	\$ 11.00
Excision out of Pocket (to doctor)	\$ 85.00
Excision Kit (includes dressing after procedure, sutures & numbing agents)	\$ 50.00
Flu vaccination	\$ 18.00
Gentamicin	\$ 6.00
Hand held USS	\$ 60.00
Hyalase	\$ 76.80
INR Strip	\$ 5.00
Iron Infusion Kit (includes IV, saline & nurse time)	\$ 75.00
IV with or without Burette	\$ 33.00
Neck Collar	\$ 5.00
Nurse time	\$ 40.00
Piercing	\$ 90.00
Pregnancy Test	\$ 12.65
Saline	\$ 6.00
Toradol	\$ 29.70
Travel Immunisation Book	\$ 3.30
Tubifast \$2.20 per metre	\$ 2.20
USS Guided Injection – concession	\$ 50.00
USS Guided Injection – non-concession	\$ 100.00
Vitamin Infusion – Doctors time	\$ 164.00
Vitamin Infusion – Medicine	\$ 316.05
Vitamin Infusion – Nurse time	\$ 40.00
Yellow Fever Vaccine	\$ 112.20

**INGHAM FAMILY MEDICAL PRACTICE IS NOT A BULK BILLING PRACTICE.**

**IT IS THE POLICY OF INGHAM FAMILY MEDICAL PRACTICE THAT PATIENTS HAVE A DOCTOR'S CONSULTATION FOR REPEAT SCRIPTS, REFERRALS AND TRAVEL FORMS.**

**FEE FOR REPLACEMENT SCRIPTS, REFERRALS, PATHOLOGY AND X-RAY REQUESTS THAT ARE LOST WILL BE \$89.00.**

**DRESSINGS, EAR SYRINGING, VACCINES AND MEDICATIONS CAN INCUR A FEE WHICH IS TO BE PAID ON THE DAY.**