

PRACTICE AND PATIENT INFORMATION

CARDWELL FAMILY PRACTICE

**226 Victoria Street
Cardwell QLD 4849**

Telephone: 07 40668533

Fax: 07 40668864

Email: cardwellfp@westnet.com.au



Edition 2, 27th August 2019
Next Review 27th August 2020

The History of Cardwell Family Practice

Cardwell is a small rural seaside town with a population of 800 people. During the winter months the town swells with the influx of the Grey Nomads.

Cardwell was founded in 1864 by George Dalrymple. The town was considered the most major port north of Bowen.

Health Services arrived in town in 1974 when Dr Robert Warnock decided to move his Practice to Cardwell. He set up his own private practice which was extremely successful, and he is long remembered in the Community for his dedication, friendly and caring nature. Dr Bob retired in 1986 and handed the reins over to Alan Scotton who cared for the residents until 1997.

Drs Clare Harkin, Catherine Crilly and Paul Colbrook continued to care for the residents of Cardwell until March 2000 when Dr Gawie Roux and his family decided to move to Cardwell. Queensland Health built the Dr RF Warnock Cardwell Community Health Building in 2004 and asked Dr Roux to co locate his private practice. Dr Roux left Cardwell on the 30th November 2016.

The New and current owners Julie McKay Registered Nurse and Carmen Edmondson Practice Manager bought the practice.

Cardwell is serviced by a Solo GP Dr Luhong Min. She is supported by our 2 Local Ambulance Officers and Local Hospitals situated in Ingham and Tully.

The team providing medical services to Cardwell and surrounding community are:
Dr Luhong Min, Julie McKay- Registered Nurse and Accredited Mental Health Nurse, Naomi Martin - Receptionist and Carmen Edmondson Practice Manager and Bookkeeper.



**MISSION STATEMENT
OF
CARDWELL FAMILY PRACTICE**

The Cardwell Family Practice strives to

Provide

A Holistic Service to all patients.

We encourage all patients to achieve

and

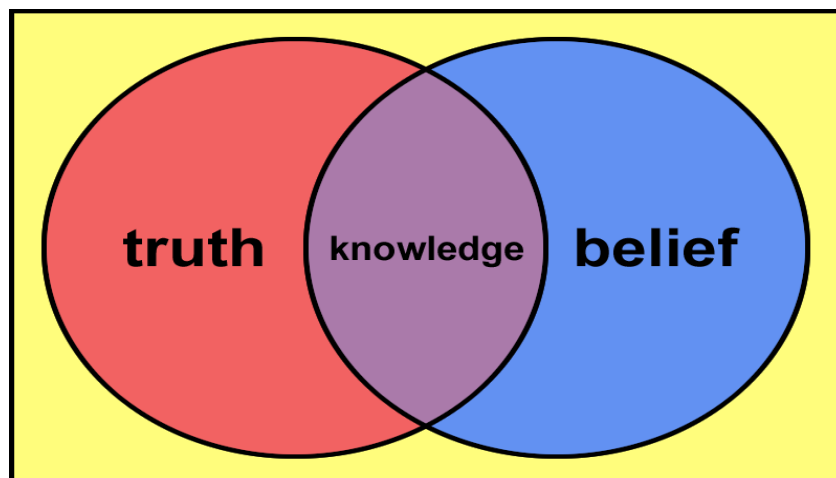
Maintain Health and well being

whilst

Focusing on client centred goals
PHILOSOPHY

Our philosophy is to provide the highest standard of preventative and comprehensive medical care to all patients

We ensure that our approaches meet best practice guidelines whilst constantly striving to improve our service



PRACTICE PROFILE

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Name of Practice: Cardwell Family Practice

Street Address: 226 Victoria Street
Cardwell QLD 4849

Postal Address: PO Box 232
Cardwell QLD 4849

Telephone: 07 40668533

Fax Number: 07 40668864

Email Address: cardwellfp@westnet.com.au

Practice Hours

**Monday to Friday 8am – 12.30pm
2pm – 5.00pm**

Or until all patients are seen to.

After Hours Phone the GP Helpline on **1800 022 222**,
13 Health on **13 43 25 84**
Ingham Hospital 47203 025
or
Tully Hospital 40684144

Home Visits

Home visit appointments can be made outside
these times by prior arrangement with the
Receptionist.

The Doctor will make emergency Home Visits

Practice team

Medical

Principal Doctor Dr Luhong Min

Nursing

Registered Nurse Julie McKay

Mental Health Nurse Julie McKay

Practice Manager and Accounts

Carmen Edmondson

Receptionist

Naomi Martin

Care outside normal opening hours arrangements

This practice strives to provide 24hr care
for patients. Please phone the After-
Hours GP helpline on 1800 022 222

or

Ingham Hospital has an emergency
department available 24 hours a day 7
days a week on 4720 3025

or

- Tully Hospital on 07 40684 144
- **If an EMERGENCY phone 000**

Practice Services

In addition to general medical consultations, our practice offers
the following services:

Cardio-Respiratory

Skin Cancer

Asthma

Indigenous Health

Diabetes

Geriatrics

Internal Medicine

Men's Health

Mental Health

Community Medicine

Musculoskeletal

Emergency Medicine

Palliative Care

Sexual Health

Travel Medicine

Women's Health

Paediatric

Child/Maternal Health/Obstetrics (Shared Care)

**There are a range of posters, leaflets and brochures
about health issues relevant to the community
available for all our patients in the Waiting room and
Consultation rooms. Patients can also ask Reception
Staff for information.**

No Smoking Policy

Smoking is not permitted in any area of this practice. Non-compliance with this
smoking free policy is viewed as a serious matter.

Appointments

Consultation is by appointment only and can be made by phoning

07 40668533. Urgent cases are seen on the day.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay, or your GP has been called away to an emergency. Every attempt will be made to allow patients to see their preferred GP and at a time convenient to you.

To help minimise long waiting times please inform reception staff if you are requiring a longer consultation. Please let reception know when you make the appointment.

Longer consults are needed for:

- Referral Letters
- Centrelink Forms
- Medicals
- Drivers Medicals
- Results
- Counselling
- Diabetes Complication Screen
- Immunisations

Our practice provides a health service that accommodates a diverse multicultural population including those with disabilities.

Patients who do not speak English or who are more proficient in another language, have the ability to choose a professional translating service of a translator who may be a family member, friend or bilingual staff member.

If you or a family member requires an interpreter service, we can organise this for you.

Repeat Scripts

Consultations can be made for scripts only. All Patients will require an **appointment** for scripts. The appointment will be bulk billed to Medicare if kept to scripts only.

Getting the results of any test or procedure

When it is necessary the doctor may refer you to a specialist for his opinion and/or for further investigation - Pathology or Radiology. Your doctor will advise when the Practice will expect the results. Please phone reception to enquire as to the follow up of these test results.

Home and Other visits

Home visits are performed on request if it is not possible for a patient to visit the surgery. Please phone reception staff to make arrangements. A call out fee will be charged, please discuss this fee with Reception staff.

Telephone Access

The Doctor may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken, and reception staff will advise when it is likely that the GP will return your call. Your call will always be put through to the GP in an emergency.

Referrals

Patients are required to make an appointment to see the doctor for all referrals to specialists. Referrals will be faxed, and the original copy will be given to the patient to take to his/her appointment.

Pathology

This practice uses Sullivan Nicolaides as our main collector. Sullivan Nicolaides is located at Shop 1, 131 Victoria Street Cardwell - beside the Pharmacy. Opening hours are 7am - 11.30am Monday, Tuesday, Thursday and Friday and 8am - 11.30am on Wednesdays. Patients can also have their bloods done QML in Tully or Ingham.

Patient Travel subsidy forms

Patients are now required to direct all patient travel through Tully Hospital.

Please phone Patient Travel on 40684120

Telehealth appointments

Cardwell Family Practice is Co located in the RF Warnock Community Health Centre. The facility has access to a Queensland Health Telehealth Unit.

Specialists who offer Telehealth appointments are Renal, Pain Clinic, Oncology, Endocrinology, Neurology. The practice also has Skype available for Private Specialists in Cardiology and Psychiatry.

Services can be accessed by asking your doctor to request that appointments be done by Telehealth rather than face to face.



Fees and Billing arrangements

Fees are payable at the time of consultation by Cash, Cheque, EFTPOS or Credit Card. We offer Online Claiming with Medicare. If you wish to use this facility, please supply your banking details or you can have your refund sent in the mail.

All children under 16 years of age, Health Care Card Holders and Pensioners will be Bulk Billed for a Standard Appointment.

Fees for Private Patients:

| | |
|------------------------|-------|
| Standard Consultation | \$85 |
| Long Consultation | \$130 |
| Prolonged Consultation | \$205 |

Please note these fees will vary according to the nature of the consultation.

We will endeavour to inform the patient of any extra out of pocket expenses.

If you have any difficulty in paying our fees, please discuss it with the Practice Manager.

Reminder System

Our Practice is committed to preventive care and has a Recall system in place. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be a part of this system, please let your Doctor know.

Indigenous Health

Closing the Gap - The campaign's goal is to **close** the health and life expectancy gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians within a generation.

Patients need to complete the Closing the Gap Medicare paperwork along with their Health Assessment every year.

PLEASE BOOK YOUR HEALTH ASSESSMENT TODAY

Skin Checks

Dr Min conducts *Checks* for signs of *skin cancer*. ... It's important to get to know your *skin* and what is *normal* for you, so that you notice any changes. *Skin cancers* rarely hurt and are much more frequently seen than felt. Develop a *regular* habit of *checking* your *skin* for new spots and changes to existing freckles or moles.

Excisions are normally done on a Wednesday. Please discuss with reception if this is not suitable and every effort will be made to accommodate you.

If you require a Skin check please inform Reception Staff and we will allow more time for your appointment.

There will be no out of pocket expense for Pensioners or Health Care Card holders.

There will be a charge for Private Patients when they attend for their Skin Check but Excision's will be Bulk Billed.

Health Assessments

A **health assessment** is a plan of care that identifies the specific needs of a person and how those needs will be addressed.

Health Assessments are Age and Culturally Based.

- 75 Years and over
- 55 Years and over for Aboriginal and Torres Strait Islanders

45-49-Year-Old Health Check

A Health Assessment for patients who are at risk of developing a Chronic Disease.

A Health Assessment at this stage of life can assist patients to make the necessary lifestyle changes to prevent or delay the onset of chronic disease.

A chronic disease or condition is one that has been, or is likely to be present for at least six months, including (but not limited to) asthma, cancer, cardiovascular illness, diabetes mellitus, a mental health condition, arthritis or a musculoskeletal condition.

CARE PLAN

(Chronic Disease Management)

If you have a chronic medical condition, your doctor may suggest a GP Management Plan.

This plan of action agreed between you and your GP:

- identifies your health care needs
- sets out the services to be provided by your GP and
- lists the actions that you need to take

If you need treatment from 2 or more health professionals, (Podiatrist, Dietitian, Exercise Physio) the doctor may also put a Team Care Arrangement plan in place for you. This lets your doctor work with, and refer you to, at least 2 other health professionals who will provide treatment or services to you.

DIABETES COMPLICATION SCREEN

Diabetes mellitus is a chronic condition that can lead to complications over time. These screens are done yearly with a 6 monthly reviews of bloods. Please phone the practice for your appointment.

Many of these complications produce no symptoms in the early stages, and most can be prevented or minimized with a combination of regular medical care and blood sugar monitoring

These complications can include:

- Coronary heart disease, which can lead to a heart attack
- Cerebrovascular disease, which can lead to stroke
- Retinopathy (disease of the eye), which can lead to blindness
- Nephropathy (disease of the kidney), which can lead to kidney failure and the need for dialysis
- Neuropathy (disease of the nerves), which can lead to, among other things, ulceration of the foot requiring



eHEALTH

**We use My eHealth record
Make an appointment so we can assist in
Updating your record**

Your My eHealth record could contain

- **A summary of your medical history, conditions and treatments**
- **Hospital discharge Summary**
- **Pathology**
- **Prescriptions**
- **Specialist letters**

We are here to help you set it up.