



PRACTICE INFORMATION OCEANMED MEDICAL CENTRE

74 Helensvale Road, Helensvale Qld 4212
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COVID-19 ALERT

Coronaviruses are a family of viruses that cause illnesses from the common cold to severe illnesses. The coronavirus currently causing concern is known as COVID-19 or SARS-CoV-2.

WHAT ARE THE SYMPTOMS OF THE VIRUS?

The symptoms could be as mild as a common cold but in severe cases it the virus can cause severe pneumonia, fever, and shortness of breath. For this reason, all patients who have flu symptoms or cold symptoms and fever please do not attend our clinic.

Our Clinic has a COVID Safe Policy

TELEPHONE CALLS

You can ring your doctor during surgery hours, if the doctor is busy, staff will take your details for the doctor to return your call. Emergency calls will be put straight through.

APPOINTMENTS

Please ring 5649 6771 for an appointment. If you require a longer consultation, please tell the receptionist when you make your booking. Urgent medical problems will always be dealt with promptly. Bulk Billing is available; however, some services may incur fees that are payable at the time of consultation. Patients who require communication assistance are asked to let the reception staff know when booking an appointment. Walk in appointments are available. Available Doctors: Dr Javier Campuzano (GP), Dr Yamile Caro Avila (GP & Aesthetics), Dr Mohamed Elsaid (Skin Cancer Specialist & Surgeon)

HOME VISITS

We provide home visits to our patients within 3kms radius from our clinic, such visits are offered at the Doctors discretion and a fee may be payable.

HOURS

Monday - Friday: 8.00am - 5.00pm Saturday: 8:30am -12:00pm

AFTER-HOURS

When the surgery is closed, please phone National Home Doctors on **137 425**.

MY HEALTH RECORD

My Health Record is a secure online summary of your health information. You can control what goes into it and who is allowed to access it. You can choose to share your health information with your doctors, hospitals, and other healthcare providers.

FEEDBACK

If you have suggestions or are unhappy with the service you have received, please speak to a member of the clinical or administrative staff. Alternatively, the Office of the Health Ombudsman (OHO) may be contacted on 133 OHO (133 646).

SERVICES AVAILABLE

Aged Care Assessments Chronic Disease Management Family planning Cervical smears Pregnancy tests Ante-natal care	Check-ups ECG: heart check Iron Infusions Skin checks Spirometry: lung test Vaccination: children and adults	Counselling Minor surgery: suturing cuts, removing moles, skin cancers Liquid nitrogen 'freezing' therapy for sunspots and warts	Allied Health Services, including Dietitian, Physiotherapist and Podiatrist	Weight control Nutrition advice Recalls/Reminder Systems are in place for patients convenience.
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FOLLOW-UP OF RESULTS

If your doctor has ordered any investigations, please make an appointment for follow-up of results. If your doctor needs to see you more urgently, you will receive a phone call or letter requesting that you make an appointment.

CONCERNS

If you have any concerns about the way staff or GPs are handling your privacy or, you need to access your information, please speak to one of our staff or to your GP as appropriate. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit www.privacy.gov.au.

Privacy Commissioner Health Rights Commission GPO Box 3809 Brisbane Qld 4001 PH: 1300 363 992 www.privacy.gov.au

MANAGEMENT OF HEALTH INFORMATION

Privacy of the health information collected at this practice is very important. In line with the Privacy Act 1998, patients details are kept for a specified period of time and then disposed of as confidential documents.

WHAT HAPPENS WHEN WE COLLECT INFORMATION NECESSARY FOR PROVIDING YOU WITH A HEALTH SERVICE?

We will only collect information necessary for providing you with a health service. Where practical we will only collect information directly from you. We seek your assistance to ensure that information held about you is accurate and up to date.

ACCESS TO YOUR INFORMATION

You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you of the process and any costs that may be involved.

TO WHOM WE DISCLOSE INFORMATION

- To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: a treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietitian, physiotherapist, or other allied health practitioner
- We only disclose those details necessary for you to receive appropriate care from the health service concerned
- Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (e.g. for billing purposes we are required to provide to Medicare Australia a Medicare number in connection with the type of medical service we provide you).

MANAGEMENT OF VETERIAN AFFAIRS PATIENTS

The Department of Veterans' Affairs' Coordinated Veterans' Care (CVC) Program uses a proactive approach to improve the management of participants' chronic conditions and quality of care.

PRIVACY POLICY

Our practice has developed a policy to protect your privacy in compliance with privacy legislation. Our staff and GPs are trained in good privacy practice. Patient privacy information is available from the practice. Our informed and caring staffs and GPs can advise you on any of your privacy concerns. Our policy is to inform you that we need you consent to collection information about you:

- What personal information is being collected
- Who is collecting your personal information
- How your personal information is being used
- To whom your personal information is being disclosed that you may discuss any concerns you have about how we handle your information