

# LEICHHARDT HOUSE

3 Leichhardt Street, Toowoomba, 4350.

Phone 46 353788

or after hours 137425



## Surgery Hours:

Monday: 8.30am to 12.30pm; 2.30pm to 5pm  
Tuesday: 8.30am to 12.30pm; 2.30pm to 5pm  
Wednesday: 8.30am to 12.30pm; 2.30pm to 5pm  
Thursday: 8.30am to 12.30pm; 2.30pm to 5pm  
Friday: 8.30am to 12.30pm; 2.30pm to 5pm

## Practice Staff:

Dr Bob Jones, M.B.,B.S. (Qld), Dip R.A.C.O & G, F.R.A.C.G.P.

Dr Jones is interested in all areas of General Practice Medical Care, including paediatrics, men's health, minor skin cancer surgery and minor procedures, geriatrics and palliative care. Dr Jones is available from 9am Monday to Friday except for Tuesday afternoons and Thursday mornings.

Dr Russell Domrow M.B.,B.S (Qld), F.R.A.C.G.P., Dip R.A.C.O.&G.

Dr Domrow enjoys all aspects of General Practice with special interests in chronic disease management, paediatrics, skin cancer management, minor procedures and travel medicine. Appointments are available Monday to Friday from 8.30am except Wednesday afternoons.

Dr Kym Butt, M.B.,B.S. (Qld), F.R.A.C.G.P.

Dr Butt is interested in all areas of general practice care. She holds certificates in Women's Health and in Family Planning. She has particular interests in women's and children's health. Dr Butt is available on Monday, Tuesday and Thursday mornings, and Wednesday and Friday afternoons.

All of the above doctors are vocationally registered, which means that they have a commitment to general practice and to continuing medical education. The practice is also staffed by our receptionists, Megan and Karla, as well as our practice nurses, Jill and Sonia.

This practice is committed to providing comprehensive general practice care to all individuals in this community. All patient consultations and medical records are kept strictly confidential. Details of our privacy policy are available on our website and from reception.

**After-Hours Arrangements:** The practice is covered outside our business hours by the National Home Doctor Service. This is a Bulk Billed service. The National Home Doctor Service can be contacted by phoning 13 7425 (13 SICK). Please ring this number if you have a medical problem after hours that needs to be attended to before we next open.

Other after hours services that are available are the House Call Doctor (phone 135566) and Dial a Home Doctor (phone 139999).

*If the matter is extremely urgent call the ambulance (000) or go to the casualty at Toowoomba Base Hospital or St Vincent's Emergency Centre.*

## Out of Surgery Visits and Telehealth Consultations:

Generally speaking, it is far better to see patients at the surgery where we have all of our facilities available. However, we are happy to do house calls should they be necessary, at the doctor's discretion. We also visit aged care facilities in our area. Telehealth consultations are available for initial assessment of respiratory infections to minimise the risk of transmission in the practice building.

## Infection Control:

All needles, syringes, suture materials and dressing packs used in the surgery are single use items that are

discarded after use. Instruments used for suturing wounds and surgical excisions are sterilised by autoclave. Any other equipment used in patient care is sterilised by autoclave where necessary.

### Changes of Address and Follow up of Results:

It is very important that you let us know if your contact details change, such as address or phone numbers, so that we are able to contact you if needed. When we order a test we will normally advise you about what follow up is needed for the results, such as coming back for a further visit or just ringing for the result. If you have a test performed and do not hear the the result from us, please contact us by phone.

### Fees:

The gap between our fee and the medicare rebate for a regular consultation (excluding other procedures) is around \$41. We offer a discount to pensioners and health care Card holders. We also accept the Veteran's Affairs payments as full payment for our services. Our current fees are displayed in the reception area.

### Reminder Systems:

Our practice encourages patients to take part in Cervical Cancer and Breast Screen Queensland reminder systems. If you do not wish to receive reminders from these services please let our receptionist know.

### Repeat Prescriptions and Communication Policy:

We may write repeat prescriptions at our discretion without seeing the patient, provided that their medical condition has been reviewed recently. If requesting a repeat prescription, please advise us if there has been any change in your condition or any change in your medication of which we are unaware. A fee of \$12 is charged for prescriptions written without seeing a doctor.

We need 24 hours notice for repeat prescriptions to avoid interrupting consultations to write scripts.

Generally if you wish to discuss any medical matters with your doctor it is best to make an appointment to do so. We are unable to provide consultations by email or text. Telehealth consultations may be appropriate for simple matters, or if you have a respiratory infection that could be transmitted within the practice - phone our receptionist if in doubt.

### Suggestions and Complaints:

If you wish to make any suggestions or complaints regarding any aspect of our practice or after hours arrangements, please feel free to either discuss these with the doctor at the time of a consultation or to write to us, addressing your letter to the relevant doctor. We believe that problems are best dealt with within the practice. However, should you wish to take up a problem with an outside body, you may prefer to contact the Office of the Health Ombudsman. Their address is:

PO Box 13281 George Street, Brisbane Qld 4003 (Phone 133 646 )

### Appointments:

Appointments are normally made at 15 minute intervals, which means that you can usually expect to spend 10 to 15 minutes with your doctor. This may vary if the surgery is very busy. If you think that you will need to spend a longer time than this with your doctor please let the receptionist know so that she can book a longer appointment if needed. Please make a separate appointment for each family member needing to be seen.

Walk-in patients will be triaged to assess urgency and will be seen if the matter is urgent, otherwise preference goes to patients with appointments. We will see non urgent walk-in patients as time permits – there may be some wait, or a appointment at another time can be made.

Appointments can be made either by phoning the surgery or by booking online through our website at [www.leichhardthouse.com.au](http://www.leichhardthouse.com.au)