

Practice Doctors

Dr Hafiz Muhammad Ziaullah (Practice Principal) – MBBS, AMC – English, Urdu, Saraiki
Skin, Chronic Disease, Family Health, Mirenas, Implanon

Dr Reyno Nieuwoudt MBBS, FRACGP
Speaks English and Afrikaans. Skin, Chronic Disease, Family Health, Mental Health

Dr Peggy (Magdalene) Dubert MBChB, FRACGP, DCH (Diploma of Child Health) and a CEM (Certificate in Emergency Medicine) Speaks English
Women's Health, Mental Health, Antenatal Care, Paediatrics

Dr Amanda Brown BMBS. FRACGP

Speaks English.

She has a keen interest in chronic disease management and disease prevention, lifestyle medicine and child and adolescent health.

Dr Nicholas Krasner MBChB, FRACGP, MSc Sports Medicine

Speaks English.

Has a special interest in skin, sports medicine and mental health

Managing Director: Humera Qaseem

Assistant Practice Manager: Chris Triffett

Reception: Heather, Monica,

Nurses: Leilani RN, Naomi RN

Associated Allied Health

Dietitian: David Franklin

Pathology S&N Pathology - Blood collection is available on-site: **Monday to Friday** 8am-12pm

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 posters in reception area

Fee Structure

Buderim Family Clinic is a mixed billing practice. We offer 100% bulk billing to children 16 and under, concession card holders and pensioners 65+. Some services such as Commercial Driver's Licence, Pre-Employment Medicals, Uber Driver's Licence, Drug and Alcohol Testing, Cosmetic Procedures and some surgical procedures will attract a fee. For further queries please speak to our Assistant Practice Manager or our Senior Receptionist. Please refer to our summary of fees displayed at reception. Veterans Affairs patients are billed directly to the Department of Veterans Affairs.

Patients without a Medicare Card are charged a private fee. More information on the private fees can be found on the practice fee sheet at reception. Please discuss this with our friendly receptionists if you have any further questions.

Appointments

Patients can make appointment either over the phone or online via HotDoc at www.buderimfamilyclinic.com.au

Missed Appointment

Buderim Family Clinic requests patients cancel or rebook their appointments if they are unable to attend for any reason with no less than 4 hours' notice. Cancelled with less than 4 hours' notice **may** attract an \$80 fee. **However, if you fail to cancel or attend your appointment you will be charged with a \$80 nonattendance fee.**

Appointment Calls

Buderim Family Clinic uses an SMS reminder system to remind you of scheduled appointments.

Standard Consultation

Standard Consultation is for 15 minutes only. Patients can book a longer consult if they wish to discuss more than one issue with the doctor.

Emergency appointments will always be given priority.

Long Consultation

Longer consultations are available, and these can be for 30 mins or more. Please advise the reception staff if you require extra time.

Walk-in Appointments

Walk-ins are always welcomed and will be allocated the first available consultation, however, will usually be required to wait as patients who have booked appointments are given first priority. Unless in the case of an Emergency.

Home Visits

Home visits for regular patients who live within 10km radius of the practice and whose conditions prevent them from attending the clinic may be able to access a home visit at the doctor's discretion.

After Hours and Emergency Care

If you have a medical emergency, please call 000 for immediate care. Our Sister clinic in Sippy Downs (Sippy Downs Family Clinic) operates 7 days a week, 365 days a year from 8am to 6pm. Alternatively, Buderim Family Clinic utilizes National Home Doctor Services, to provide its patients with medical services out of our trading hours. To contact NHDS please call 13 SICK (13 74 25) or 13 HEAL (13 43 25).

Some of the Services Provided by the Practice

Women's health	E.C.G. Tracing & report
Men's Health	Spirometry
Children's Health	Diabetes care
Geriatrics health care	Asthma care
Adult vaccination	Cervical Screening tests
Childhood immunisations	Skin checks
Travel information & vaccines	Excision/skin biopsies
Antenatal care	Medicals
Annual health assessments	Prescriptions

Management of Patient Health Information

Buderim Family Clinic is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.

Communication / Telephone Policy

Calls from patients are not transferred to the Doctors at Sippy Downs Family Clinic due to privacy. Staff will take your details and pass a message to your Doctor; the staff will only interrupt a consultation if the problem is urgent. Doctor's will return phone calls at their discretion or may request an appointment to be made.

Electronic Communications:

Electronic requests are handled by the Practice Manager for follow up with the GPs. Electronic requests can be sent via reception@buderimfamilyclinic.com.au - patients are advised that this facility is for incoming enquiries only as their confidentiality may be compromised. This also applies to information by fax unless we are assured that the information will be sent directly to a secure fax.

Patients are able to obtain advice or information related to their care by electronic means where the GP determines that a face-to-face consultation is unnecessary.

Test Results

If you have been referred for a test, please ensure you contact us for the result within two to three days. Results will not be provided over the telephone. Buderim Family Clinic utilizes an automated recall system for non urgent recalls

Patient Rights

Buderim Family Clinic encourages patients to participate in decisions about their healthcare.

Referrals and Engaging with Other Services

Our clinic regularly engages with local health services, such as specialists, allied health, and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

Feedback

Doctors and staff at Buderim Family Clinic are committed to providing you with a high standard of patient care. However, we acknowledge that our patients have certain rights and we aim to support these rights as much as we can. If you feel we have not met your expectations, please contact our Practice Manager by phone on 07 5391 4666. Alternatively, you can fill out a feedback form available at the Reception desk.

If you feel your matter has not been resolved, you can contact:
The Office of the Health Ombudsman
PO Box 13281, George Street, Brisbane Qld 4003
P: 133 646 | info@oho.qld.gov.au

Reminder Systems

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a system that reminds you to book appointments for pap smears, 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.

OUR TOP PRIORITY IS CARING FOR YOU AND YOUR FAMILY'S PHYSICAL AND MENTAL HEALTH

Practice Information Sheet for Patients



Monday to Friday 8am–6pm Saturday and Sunday
Closed **Public Holidays** Closed

Address

8/141 Jones Road, Buderim 4556

Phone Number 07 5391 4666

Fax 07 5328 3444

Email reception@buderimfamilyclinic.com.au or
pm@buderimfamilyclinic.com.au

Website www.buderimfamilyclinic.com.au