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| **Richlands Medical Centre****Shop 8, Richlands Plaza, 511 Archerfield Rd, Richlands QLD, 4077**P: (07) 3879 6230 | F: (07) 3879 2016  | **Dr Edward Kwok** MBBS (QLD), FRACGP, DCH (Sydney)**Dr Angela Bowman** MBBS (QLD), FRACGP**Dr Loreta Blanco** MD, FRACGP**Dr Leo Schneider-Fensky** FRACGP**Dr Farron Young** MBBS (QLD), FRACGP |

**WELCOME** to Richlands Medical Centre. We aim to assist in all aspects of your medical and health needs in a friendly and caring environment. We endeavour to work with you to achieve the healthiest possible individuals, families, and communities.

**AFTER HOURS SERVICE**

If you require medical care outside our usual opening hours our surgery’s telephone number (07 3879 6230) will automatically divert you to our afterhour’s service. If you would prefer to call the National Home Doctor Service directly their number is 13 74 25. If there is an emergency please call “000” for immediate assistance. Alternatively, patients can call the Queensland Health 24-hour Advice Line on 13 432 584 for confidential health advice from qualified practitioners.

**OPENING HOURS:**

Monday – Thursday: 7am – 6pm

Friday: 7am – 5:30pm

Saturday: 9:00am - 12:00pm

Sunday: Closed

**OUR DOCTORS**

**Dr Edward Kwok** (not taking new patients) | MBBS (QLD), FRACGP, DCH (Sydney)

Dr Kwok graduated from his medical degree at the University of Queensland. He worked at the Royal Brisbane hospital from 2000-2002 to gain various clinical experiences in both medical and surgical areas. He then worked as a General Practitioner after hospital training from 2003 onwards.

Dr Kwok joined General Practice training and became the Fellow of the Royal Australia College of General Practice in 2005.

Dr Kwok has special interest in Child Health and has done a Diploma of Child Health at the Children’s Hospital at Westmead in Sydney in 2006. Other areas of interests include Men’s health, Women’s health and minor skin surgery. Dr Kwok also has many years’ experiences in performing pre employment medical examinations.

**Dr Angela Bowman** (not taking new patients) | MBBS (Qld), FRACGP

Dr Bowman completed her medical degree at the University of Queensland. She subsequently worked in the Royal Brisbane and Wolston Park Hospitals gaining experience in various areas of medicine especially Emergency Medicine, Psychiatry and Obstetrics. Dr Bowman has since completed her Fellowship with the Royal Australian College of General Practitioners (RACGP) and is now involved in teaching, training and examining both local and international candidates for the RACGP.

Dr Bowman enjoys all aspects of General Practice, however she has special interest in the areas of Weight loss, Antenatal Care, Child Health and Women’s health. Angela is interested in encouraging patients to adopt healthy lifestyles that lead to improved health and well being.

**Dr Loreta Blanco** (not taking new patients) | MD, FRACGP
Dr Loreta Blanco graduated from the Lyceum Northwestern University with a degree of Doctor of Medicine and graduated with a Masters in Hospital Administration at the University of the Philippines. She completed her internship at the Armed Forces of the Philippines Medical Centre.

Loreta relocated to Australia in December 2003, commencing work in January 2004. Dr Blanco served the town of Ayr for more than five years, practicing in the GP clinic, hospital and aged care facilities.
Dr Blanco passed the Fellowship Exam for the Royal Australian College of General Practitioners within three years of entering the Australian health system.

Loreta’s special interests include Women’s Health, Maternal and Child Health and Geriatric Medicine.

**Dr Leo Schneider-Fensky** |FRACGP

Dr Leo Schneider-Fensky studied medicine in Germany before completing his Doctoral thesis (PhD) at the RWTH University of Aachen.
https://publications.rwth-aachen.de/record/72032 - http://www.medizin.rwth-aachen.de/cms/~iiq/Medizin/lidx/1/%20)

He then continued in Germany’s national service followed by 18 months training in British hospitals. Following 5 years of specialist training, Dr Leo Schneider-Fensky became a registered GP and owned his own practice in Germany for 12 years.
Deep psychological psychotherapy, autogenous training, hypnosis and naturopathy are additional areas where he has received German recognition to perform. He also is a European qualified Quality Manager in Healthcare ISO 9001.

In 2005, Dr Leo Schneider-Fensky immigrated to Australia and became a Fellow of the RACGP in 2007. At this time he also completed training to perform recreational diving medicals. Dr Leo has a particular interest in health services for Aboriginal and Torres Strait Islanders people as well as refugee health.

**Dr Farron Young** (not taking new patients) **|** MBBS (QLD), FRACGP

Born and bred in Queensland, Dr Farron Young graduated from the University of Queensland in 1988, and gained his FRACGP in 1994. Dr Young initially worked in rural medicine practice for some years before returning to Brisbane. He has worked in general practice in western Brisbane and eastern Ipswich continuously from 1994 to date. Dr Young has a particular interest in skin cancer treatment as well as skin surgery generally. However, he enjoys all aspects of general practice.

Outside of medicine Dr Young is an avid reader of non-fiction books and a keen student of history and science.

**OUR NURSES**

RN Ny

RN Linh

EEN Olivia

**OUR ADMINISTRATION TEAM**

Taylor

Sarah

Fred

Catherine

Rachel

**SERVICES WE PROVIDE**:

General Health

Veteran’s Affairs

Children’s Health

Diabetes Management

Antenatal Care

Medicare

Immunisation

Mental Health Plans

Women’s health

Health Assessments

Men’s Health

Pre employment Medicals

Minor skin surgery

Workcover

Skin checks

Cardiac Management

Travel Advice

Preventive Health

Family Planning

Diving Medicals

Enhanced Primary Care Plans

**APPOINTMENTS**

Please call our friendly staff for an appointment. Appointments are usually booked at 15 minutes intervals. If you think you may require a longer consultation please let our receptionist know when booking your appointment. We suggest a longer appointment if you feel you require more time, have multiple health issues to discuss, or have complex issues. We will endeavour to see you as close as possible to your appointment time however emergencies may take precedence over standard appointments if required. You are welcome to phone the practice prior to your appointment to check whether your doctor is running on time at that point. We try to accommodate walk-ins however we would prefer if an appointment was made for non-urgent conditions.

**TRIAGE**

In all cases if you feel you require urgent assistance please see our receptionist on arrival. If you are experiencing any of the following symptoms please inform our staff immediately:

* + Chest pain
	+ Difficulty breathing
	+ Bleeding
	+ Convulsions
	+ Severe vomiting

**CANCELLATIONS**

We understand that sometimes a patient is unable to make a scheduled appointment due to unforeseen circumstances however we do request that you **allow at least two hours for changes or cancellations** (for Monday appointments, please call us on Saturday). If you miss **three** or more appointments without suitable reason/notice (at least 2 hours) in a 6 month period (or less) a cancellation fee or the doctor discontinuing care may apply. Consideration will be given depending on the circumstances.

**Cancellation fees:**

* Standard 15 minute appointment: $85
* Long 30 minute appointment: $140

\*These fees are not rebatable through Medicare

**DISCONTINUING CARE**

The doctors at this practice have the right to discontinue care at their discretion. Any inappropriate behaviour which jeopardizes the safety and/or security of patients, staff or visitors will result in prohibition from the practice. If you do not attend more than two pre booked appointments without an explanation deemed appropriate, the General Practitioner has the right to discontinue care.

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**HOME VISITS**

Home visits may be available if required at the discretion of the treating doctor by prior arrangement. A cost may be involved.

**COMMUNICATION POLICY**

Richland’s Medical Centre welcomes telephone enquiries from patients. Should patients need to speak with a doctor or nurse at the Practice, the urgency of their request will be assessed by the receptionist using standardised phone triage protocols. Patients will then either be transferred directly to an available doctor, or be asked to leave their contact details, which will then be passed on to a doctor or nurse with a request for a call back. The Practice is happy to receive email enquiries from patients (as long as they do not contain any sensitive information), however replies from the Practice will generally be via phone, particularly when dealing with personal medical matters, to ensure we are speaking with the correct person.

**EXTRA ASSISTANCE**

If extra assistance is required with communication we can arrange an Interpreter Service for you. This needs to be arranged and booked prior to your appointment so please inform reception ahead of your appointment time. The National Relay Service can be utilised for phone calls if you are hearing impaired.

**TESTS AND TEST RESULTS**

If a doctor refers you to another doctor, or for tests or investigations, it is your responsibility to ensure these are done and the results followed up as advised. For tests and investigation results, a consultation with your doctor is the preferred means to receive your test results. This provides you with the time to discuss your results and any questions you may have arising from them. The appointment is also an opportunity for related preventive health care. Otherwise you may call for your results and the reception staff can relay a message left for you by your doctor about your results. If further discussion is required please call to make an appointment to discuss these. If your contact details change (for example your address or phone number) it is your responsibility to inform usof these changes.

**RECALLS AND REMINDERS**

Richlands Medical Centre uses a recall system to remind you when clinical issues are due for review. We consider this an excellent opportunity to manage your health while you are well. Recall and reminder systems are used for chronic conditions such as Diabetes and Ischaemic Heart Disease, as well as in preventive health care such as for when Cervical Screening, Immunisations and cholesterol checks are due. We may contact you via mail or telephone. If you do not wish to be included in this service please advise your doctor.

**REFERRALS AND REPEAT PRESCRIPTIONS**

Please make appointment to see your doctor for referrals and repeat prescriptions. Back dated referrals will not be provided. This is done at the discretion of the treating doctor who may prefer for you to be seen in a consultation for the request. There is a minimum of 24/48 business hours required for this request to be processed.

**FEE POLICY**

**As of the 1st September 2022, Richlands Medical Centre will be moving to mixed billing. This means that some of our doctors will be charging a fee on top of Medicare for consultations, both face to face and telehealth.** All people under 16 and those on a Health Care Card or Pension Card will continue to be bulk billed. Dr Angela Bowman and Dr Leo Schneider-Fensky will be privately billing all patients on Saturdays. For further billing enquires, please discuss with you GP at your next visit.

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**STANDARD APPOINTMENT (≤15 MINUTES):**

Upfront fee: $85

Medicare Rebate: $39.75

Out of pocket cost: $45.25

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**LONG APPOINTMENT (>20 MINUTES)**

Upfront fee: $140

Medicare Rebate: $76.95

Out of pocket cost: $63.05

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**PROLONGED APPOINTMENT (>40 MINUTES)**

Upfront fee: $200

Medicare Rebate: $113.30

Out of pocket cost: $86.70

​**TELEHEALTH CONSULTATION (≤6 MINUTES)**

Upfront fee: $50

Medicare Rebate: $18.20

Out of pocket cost: $31.80

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**TELEHEALTH CONSULTATION (> 6 MINUTES)**

Upfront fee: $85

Medicare Rebate: $39.75

Out of pocket cost: $45.25

**PLEASE ASK RECEPTION FOR A COPY OF OUR FEE’S SHEET FOR BILLING INFORMATION FOR ADDITIONAL CONSULT TYPES.**

**FEEDBACK / COMPLAINTS**

We welcome any of your comments and/or suggestions to help improve our service to you. If you are unhappy with any aspect of the service you receive, please feel free to raise this with one of our receptionists or our doctors, in person or in writing. We will review all complaints and endeavor to respond promptly and thoroughly. If you feel your complaint has not been managed adequately, you can contact the Office of the Health Ombudsman (133 646).

**PRIVACY POLICY**

As per the Privacy Amendment (Notifiable Data Breaches) Act 2017, all information obtained by Richlands Medical Centre is treated as sensitive information. All patient records and information are handled and stored to protect the privacy of our patients. Your information can be shared with other health care professionals/members of your health care team. You have a right to access the information held about you. If you would like a full copy of our Privacy Policy please ask our Receptionists or you can find an electronic copy on our website.

**PATI ENT HEAL TH INFORM ATI ON**

The Practice maintains a password-protected electronic database of patient health records. Results from pathology and radiology tests are transmitted to the Practice via secure electronic messaging and integrated into a patient’s health record automatically. Personal demographic and health information about patients will only be provided to other practices and health professionals upon receipt of a written request which includes patient authorisation. The requested details will then be forwarded to the other practice/health professional, preferably electronically via Medical Objects.

**ACCESS TO MEDICAL RECORDS**

Your treating GP will provide an up to date and accurate summary of your health information on request where appropriate. The treating GP will consider all requests made by a patient for access to their medical record. In doing so the GP will need to consider the risk of any physical or mental harm resulting from the disclosure of health information. If the GP is satisfied that the patient may safely obtain the record then he/she will either show the patient the record, or arrange for a copy, and explain the contents to the patient. Any information that is provided by others (such as information provided by a referring medical practitioner or another medical specialist) is part of the health record and can be accessed by the patient. Occasionally the patient may be referred to the treating specialist for access to their letters.