

### Drugs of Dependence or Addiction:

The doctors at this practice **WILL NOT** prescribe drugs of dependence such as narcotics, oxycontin, endone, morphine, valium and any other similar drugs. These drugs are definitely not prescribed on the first instance and most especially for new patients without prior arrangement from previous GP. You may be referred to ATODS for such scripts.


### Your rights:

If you have a problem we would like to hear about it. Please feel free to talk to the Practice Manager. You may prefer to write to us or use our suggestion box situated at the reception counter. We take your concerns, suggestions and complaints seriously. Please find the following contact details for the formal complaint body for QLD.


Health Quality and Complaints Commission  
GPO Box 3089  
Brisbane QLD 4001  
Phone: 1800 077 308 (QLD Toll free) or (07) 3120 5999  
Fax: (07) 3120 5998  
TTY: (07) 3225 2557  
Website: [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)

As you are aware we recently conducted a feedback survey, and we are taking necessary steps to make improvements on your suggestions.

We sincerely thank you for your participation in the survey, any further suggestions or comments please feel free to see reception or simply drop your suggestions into the suggestion box on top of the reception counter.



CAIRNS CENTRAL MEDICAL



**IN THE HEART OF THE CBD**

- Sports Medicine
- Stress/Pain Management
- Employment Medicals
- Travel Medicine
- Child Immunisation
- Family Medicine
- Pathology
- Minor Procedures
- Skin Checks
- Hypnotherapy


**100% Bulk Billed  
OPEN 7 DAYS**

- Dr David Reiseger • Dr Stirling Lee
- Dr Thien Pham • Dr Nick Duffy

**4031 3717**

Mon - Fri 8.30am - 5.30pm  
Sat 9.00am - 4.30pm  
Sun 10.30am - 3.30pm

CAIRNS CENTRAL MEDICAL



LOCATED AT

**Cairns Central Shopping Centre  
112A Mcleod St, Cairns**  
Conveniently located in Terry White Chemist



**Cairns Central Medical**  
Cairns Central Shopping Centre  
McLeod Street, Cairns QLD 4870  
Tel: 07 4031 3717 Fax 07 4031 5483

### Our Practice:

**Cairns Central Medical** is situated within the Cairns Central Shopping Centre at the rear of the Terry White Pharmacy and has been established since 1997. Our mission is to provide a comprehensive family medical service – quality care in a friendly relaxed atmosphere.

### Practice Doctors

**Dr David Reiseger**  
MBBS, Diploma of Medical Hypnotherapy  
Family Medicine, Medical Hypnotherapy

**Dr Stirling Lee**  
MBBS, FRACGP

**Dr Thien Pham**  
MBBS (WA), FRACGP  
Family Medicine, Mental Health

**Dr Nicholas Duffy**  
MBBS, FRACGP, FRNZCGP

**Dr Amar Dhakal**  
MBBS, FRACGP

## Practice Hours (by appointment)

Monday to Friday..... 8.30am – 5.30pm  
Saturday .....9.00am – 4.30pm  
Sunday.....10.30am – 3.30pm  
Public Holidays.....10.30 – 3.30pm

## Practice Staff

Practice Manager: Ms Yolly Cuda  
Receptionists: Rachel, Mary, Angela and Sam  
Practice Nurses: Adi and Rhiannon

## Other Services Offered:

General medicine, Diabetes clinic, check ups, family planning, Pap smears, pregnancy tests, ECG, Spirometry, heart check, counselling, vaccinations: children and travel, minor surgery, stitching cuts, removal of moles and sunspots, liquid nitrogen freezing therapy for sun spots and warts, nutritional advice, skin checks, asthma, Diabetes and other chronic disease management.

## Care Outside Normal Opening Hours Arrangements:

All after hours care for Cairns Central Medical Patients is provided by **Dial-A-Doctor Pty Ltd**. If you are requiring care outside our normal opening hours please phone **1300 030 030**  
**Please identify yourself as a patient from Cairns Central Medical Centre.**

## Appointments:

### Consultation is by appointment.

Please phone **4031 3717** for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and will be seen on the same day. Our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Please ensure you keep us up to date on any change of address or telephone number as this helps us to contact you.

## Home Visits:

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery. Please note there will be a fee payable on the day or up to the discretion of the doctor. You will be advised of the amount by the receptionist when you call.

## Telephone Access:

GP's in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call.

**Booking a longer appointment.** Longer consultation times are available, please ask our receptionists if you require extra time for insurance medicals, a second opinion or counselling. This may involve a longer wait but your problem will get the attention it deserves.

If you or a family member requires an interpreter service, we can organize this for you. Please let us know when you make the appointment. **If more than one family member wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member.**

Please notify us if you are unable to attend an appointment well in advance as we may be able to offer the appointment to another patient. If you fail to attend appointments without warning or explanation this practice may not be able to offer booked appointments in the future.

## Fees and billing arrangements:

**This is a bulk billing practice.** All Medicare Card and interim Medicare Card Holders and Veterans are bulk billed.

Private patients will be charged a fee of \$70.00 Monday to Friday for a standard consultation. On weekends a standard consultation is \$80.00

Fees are payable at the time of consultation by cash, credit card or EFTPOS.

If you have any difficulty paying our fees, please discuss it with us.

**PLEASE NOTE:** Insurance, Pre-employment and Commercial driving medicals are not able to be bulk billed.

**If you have a chronic disease like asthma, diabetes, cancer, heart disease, arthritis, or other long term illness, you may be eligible for a Care Plan Program. For better health management please see the reception for more information.**

**This practice is also registered in the Closing the Gap Program for Indigenous and Torres Strait Islanders. To ensure you get access to the care you need and to be eligible for Pharmaceutical Benefits Scheme please see the reception.**

## Getting the results of any test or procedure:

Your GP will advise when they expect the results to arrive at the practice. Call for an appointment to see your doctor to find out your results. We do not discuss results over the phone.

## Reminder system:

Our practice is committed to preventive care. Your doctor will seek permission to be included on our reminder system. We may send you a reminder notice from time to time offering preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor or reception know.

## Management of your Personal Health Information:

**Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>**