

SUGGESTIONS, CONCERNS & GRIEVANCES

We take your suggestions, concerns & grievances seriously.
Please feel free to talk to your doctor, receptionist or you may prefer to use our suggestion box located at reception.
Alternatively, contact the Health Quality & Complaints Commission, GPO Box 3089, Brisbane 4001 (1800 077 308)

AFTER HOURS

Please call
Family Care Medical Services
Phone 13 SICK (13 7425)
or
GP afterhours help line to speak to a Nurse or doctor
Phone 1800 022 222

EMERGENCIES

Call an Ambulance 000
or
Present at Emergency Department at Nambour Hospital

Poisons Information – 131126

Privacy -Our Practice is committed to protecting our patients' privacy in accordance with the Privacy Act 1988. To achieve this we will protect and manage the collection, storage, access and dissemination of personal health information.

DOCTOR'S HOURS

Dr Simon Jeaffreson

Monday 8 am -12 pm
Tuesday 8 am -12.30 pm
2 pm - 5 pm
Wednesday 9 am -12.30 pm
2 pm - 5 pm
Thursday 8 am - 12 pm
Friday 8 am - 12 pm
2 pm - 5 pm

Dr Penny Jeaffreson

Monday 1 pm - 5 pm
Tuesday 9am - 1 pm
Wednesday 8am -12 pm
Thursday 1 pm - 5 pm
Friday 12 noon - 2 pm

Dr Andrew Steele

Tuesday 8.30 am - 12 pm
1.30 pm - 5 pm
Friday 8.30 am - 12pm
1.30 pm - 5pm

Dr Jess Geniola

Monday 8.15am - 12pm
1 pm - 4pm
Tuesday 8.15am - 12pm
1 pm - 4 pm
Wednesday 8.15am - 12pm
1 pm - 4pm
Thursday 8.15am - 12pm
1 pm - 4pm
Friday 8.15am -12pm
1 pm - 4 pm



Dr Simon Jeaffreson
Dr Penny Jeaffreson
Dr Andrew Steele
Dr Jess Geniola

Suite 5-6,
Buderim Medical & Dental Centre,
Corner King & Box Streets,
Buderim 4556

Phone: 5456 1011

After Hours Phone number:
13 SICK (13 7425)
GP afterhours help line
1800 022 222

Surgery Hours

Monday to Friday 8am – 5pm
Closed weekends and Public Holidays

Practice Manager – Maria
Receptionist – Julie

Practice Nurses
Kara and Stephanie

PRACTICE INFORMATION

Our services include:

- Aged Health Care
- Antenatal care
- Asthma Management
- Child Health & Development
- Commercial Driving Medicals
- Depression Management
- Diabetes Management
- Fracture treatment
- Health Assessments
- Immunisations
- INR testing
- Insurance Medicals
- Men's health
- Pre employment Medicals
- Skin Cancer Excisions
- Suturing
- Travel advice & vaccinations
- Women's Health

- Consultations in French are available by Dr Simon Jeaffreson

- Interpreter Services available
phone: 131 450

- Sign language interpreter
phone: 1800 246 945

We are Department Of Veterans' Affairs and Workcover approved providers.

CONSULTATIONS

We operate by an appointment system. Urgent cases are always accommodated. A routine consultation is 10-15 minutes. A first visit may take longer. If you feel you require a longer consultation time, please advise reception when making your appointment. Should more than one family member need to be seen, please make an appointment for each person. Last minute requests to see siblings or friends will result in delays for all subsequent appointments that day. Repeats of regular prescriptions require a brief consultation, which will be fitted in between normal appointments. These will be bulked billed and no appointment is necessary. If a third party collects the script, we are unable to bill Medicare and a \$10 fee will apply. If any other matter is discussed the consultation will attract the normal fee. Home Visits are available for regular patients whose condition prevents them from attending the surgery. However, as they cause disruption to the normal working day we ask you to limit these to essential cases. Reminder System We offer a reminder system for pathology tests, pap smears, immunisations etc. If you prefer not to receive reminder notices please advise us.

BILLING

Payment is required in FULL at the time of consultation. Our gap is \$30 and \$20 for Health Care Card Holders.

We can claim on your behalf the Medicare rebate at the time of your visit. This is paid directly into your bank account within a day or two.

Commonwealth Senior Cardholders, Pensioners and Veterans are bulked billed. Workcover visits will be billed directly to Workcover.

Some services such as Insurance Medical, Commercial driver's Licence and travel medicine visits will be billed privately as we are legally unable to charge Medicare for these.

Telephone Calls

Your time with Doctor is important so we prefer that consultations not be interrupted by phone calls. Please leave a message with reception stating the reason of your call and a return phone number and we will call back as soon as possible. Your call will always be put through in the case of an emergency.

Results follow up. If your doctor wishes to discuss your results you will be contacted by phone. A letter will be posted to you if we are unable to contact you by phone. You are welcome to phone the surgery for your results. Most results are available 2 to 3 days after the specimens were collected.