

## Staff

**Nurses** G Sutherland (EN) Marnie Dell-Jory (EN),  
J Hammond (RN),

**Reception Staff** J Lowe, K Gardner, S Schindler, P Walker

**Practice Manager** L Glover

## Privacy

A copy of our privacy policy is available on our website, in our waiting room or from reception upon request.

## Feedback, comments, or complaints

This practice is bound by the Federal Privacy Act 1998 and National Privacy Principles and also complies with the Personal Information Act 2004(TAS).

All the practice staff are dedicated to providing you with a health care service that is personal and of high quality. However, if you have any concerns about any aspect of the practices' services, please discuss these with any member of staff or your Doctor. All concerns will be dealt with seriously and you will receive a verbal or written response to your concern after it has been considered. In the event that you are not happy with our response to your concern you may wish to contact AHPRA (The Australian Health Practitioners Regulation Agency) or the Office of the Health Complaints Commissioner 1800 001 170. Anonymous written feedback is also welcome although obviously this precludes us providing you with a reply.

**The Esk Family Health Care Centre**  
**33 Brisbane Street**  
**Launceston, TAS, 7250**  
**T: 6331 2355 F: 6331 8405**  
**E: [reception@eskmedical.com.au](mailto:reception@eskmedical.com.au)**  
**W: [eskmedical.com.au](http://eskmedical.com.au)**

# The Esk Family Health Care Centre

A tradition of service



33 Brisbane Street, Circa 1900

Operating from premises that commenced as a General Practice in 1895, The Esk Family Health Care Centre has a proud tradition of offering comprehensive health care to individuals in the context of their community and their families. The Doctors work closely with our nurses to deliver quality care in acute and chronic illness, in health promotion and in disease prevention.

## Hours and contact information

The practice is open from 8.00 am to 6.00 pm every weekday during which time appointments may be made. Medical services are available **at all times** by phoning the practice on **6331 2355**.

Monday - Thursday GP Assist. Friday - Sunday Launceston After Hours Medical Service.

In the unlikely event of a communications failure and the practice is uncontactable you are advised to ring the local ambulance service (Phone: 6336 5777 or 000) or obtain services from the Launceston General Hospital Emergency Department.

## **Appointments**

The practice welcomes new patients and visitors to Launceston. Appointments are over five days a week, ensuring consultation times to suit most of our patients.

The practice uses an appointment system designed to ensure minimum waiting times to see your doctor. It is our policy however to see you in an emergency or with urgent problems at any time, even when no routine appointment is available. When unavoidable delays in your appointment time occur as a consequence we appreciate your understanding and patience. We endeavour to see all patients on the day that they wish to be seen, or where this is not possible within two working days.

When arriving for an appointment please let the staff at reception know that you have arrived.

Appointments are at approximately 10 minute intervals. Where you require a longer appointment please ask at the time of booking and this will be accommodated, *Failure to cancel an appointment (with a minimum of two hours notice) may result in a non-attendance fee being charged*).

Legal reports and other documents similarly attract additional fees. Where patients are referred for tests or treatments outside the practice they may be charged a fee for service from that provider. Details of these fees should be sought from the doctor / organisation to which you are referred. Where the cost of health care is causing financial hardship please discuss this with your doctor. In conjunction with the practice manager, and the assistance available from the Medicare system, may be possible to alleviate that hardship.

Please note that you can book online through the Hot Doc Booking App or our website. The booking tab on our website takes you directly to where you can book an appointment for a consult or skin check.

## **Doctors**

### **Dr Seonaid Simpson**

MBCbB MRCGP FRACGPA UK, A graduate from Aberdeen University. Dr Simpson has obtained higher qualifications in Obstetrics & Gynaecology/Family Planning and General Practice. Prior to commencing at Esk Medical she was a full-time partner for 10 years in West Sussex, UK and for 13 years prior to that on the west coast of Scotland.

### **Dr Kshemendra Tillekeratne**

MBBS FRACGP, Diploma of Skin Cancer Medicine & Skin Cancer Surgery, A Fellow of the Royal Australian College of General Practitioners has worked in Tasmania for the last 8 years in General Practice and in hospitals. Dr Kshemendra currently conducts a skin cancer clinic at ESK. Please ring reception to book a skin check.

### **Dr Charmi Vithanarachchi**

MBBS, FRACGP, Moved to Tasmania in 2010 with her family after practicing as a doctor for 9 years in Sri Lanka. Dr Charmi then worked in Deloraine in 2012 and completed her Fellowship in General Practice in 2014. Has served as an examiner for The Royal Australian College of General Practitioners since 2015. Her special interests include women's health. Dr Charmi is interested in cooking, sewing, crafts and learning and practicing mindfulness.

### **Dr Divya Singh**

MBBS, Graduated from top ranked Medical School in India, Armed Forces Medical College, in 2004. She has over 17 years of experience as a medical practitioner. She is a veteran of Indian Army where she worked for 10 years as a General Practitioner and Specialist Medical Officer. Dr Singh obtained MD in Clinical Pathology with Distinction. She worked in Qatar as a Pathology specialist managing a network of laboratories and providing specialist pathology medical advice. Her research work in Clinical Pathology during this time has been published. She migrated to Australia in 2019 and was working as a General Practitioner at Cardiff, NSW prior to coming to Tasmania where she eventually wants to settle down. As a GP, Divya has developed special interest in Mental Health and enjoys all other fields of General Practice. She is a kind, charming and dynamic person and during her free time she follows her interests in writing poems, oil painting, and choreography.

A **home visiting service** maybe available upon request.is available Where patients live more than 15 kilometres from the surgery home visits may not be able to be carried out. For advice or further information please ask the reception staff, doctor or nurse.

Our doctors are ably assisted by our practice nurses who provide a range of services including patient education and advice, testing services (e.g. ECGs, 24 hour blood pressure and ECG monitoring, and lung function testing), wound care, home visiting, and ensures that all practice infection control procedures meet international standards of best practice.

The practice utilises a **reminder system** to alert the doctor to the health care needs (e.g. immunisations, cervical smears, care plans) of its patients. You may receive a letter or telephone call from the practice on occasions to remind you about these health care issues. If you do not want to receive such reminders please inform the practice staff.

### **Parking**

Parking is available in the practice's Tamar Street parking area or in metered areas adjacent to the practice. The practice's Tamar Street driveway is a drop off area where patients who have difficulty walking to the practice from adjacent parking areas can exit from their car or taxi right at the disabled entrance.

### **Prescriptions**

To ensure the best health outcomes and to avoid side effects prescription medications cannot be provided outside of a consultation with the doctor.

### **Referrals and Certificates**

We are happy to refer you to other health care providers at your request; such referrals will require a consultation with the doctor. It is not legal for us to backdate referrals. Medical certificates similarly require a consultation and cannot legally be backdated.

### **Transfer of records to other providers**

In accordance with national guidelines where patients are transferring to the care of other doctors a detailed summary of your health records will be sent to the new doctor. The original record will be retained within the practice. A fee for transferring files will be incurred.

### **Results**

Patients are required to contact the surgery within 2-3 days after investigation to follow up on their results. If your results need to be discussed our reception staff will be in contact with you by phone or SMS. If we are unable to contact you by these means a letter will be sent to your home address.

### **Communication Policy**

You are requested to provide staff with your email and mobile phone number and to update any information changes e.g. changed name or address details. By providing the practice with these details this will assist the Doctors and staff to communicate with you more easily by SMS or email.

### **Confidentiality and Access to Health Information**

All details of consultations with the doctor are treated and maintained as confidential. The practice will provide information to others outside the practice only with your consent, or as required to do so by legislation. We will in accordance with this policy only release information about your health, even to family members, with your explicit consent. Where a legal minor consults the doctor this confidentiality provision will still apply unless the life or health of that minor is in serious danger. Access to your medical record is available under the Privacy Legislation. The practice has a written policy governing such access to health information which is available on request.

### The Cost of Medical Services

The practice has a fee structure based on the Medicare Schedule and the Australian Medical Council recommended fees. Fees are thus based on a combination of the time spent by the doctor and the complexity of the service. Most medical services will not attract GST. As a rule we are not a bulk billing Surgery.

A full list of fees is obtainable upon request. We offer discounted fees for health care cardholders and pensioners, and a discount for payment on the day. Payment of your consultation is to be settled on the day. If accounts remain unpaid they will be lodged with a collection agency and additional penalty fees will be payable.

Where any additional procedures or services (e.g. ECGs, Lung Function Tests, treatment with liquid nitrogen, dressings, and minor surgery) are undertaken these attract a fee over and above the time based consultation fee.

### Consultation Fees

Standard Consultation - \$83.50

Concession Consultation - \$77

**Medicare Rebate for a standard consultation - \$38.75**

Long Consultation - \$178

**Medicare Rebate for a Long Consultation - \$75.05**

***\*\*NB A Bulk Billing (BB) service is offered for all patients aged under twelve (12) years & over seventy five (75) years.***

### Telephone discussions with the doctor

In some circumstances our doctors may be available to discuss medical issues over the phone. If you wish to talk with the doctor by phone, discuss this with the practice receptionist. Please inform the receptionist about the general nature of your request so that the doctor or practice nurse can be advised as to the urgency of the phone call. Generally calls will be returned after the end of the morning or afternoon consulting session. Legally all phone calls are consultations and require of the doctor the same duty of care as involved in face to face discussion. Phone consultations may incur a time-based fee for service, and this fee is not refundable from Medicare.

### Services offered

Our practice accreditation, and the qualifications and ongoing accreditation of our doctors, ensures high quality. We offer **comprehensive general practice (family medical) service**. The services offered include:

- health promotion (including immunisation, cervical smears, contraception, child and adult health checks, travel medicine, and flu immunisation clinic.
- treatment of acute illness or injury;
- minor surgery (both under local anaesthetic and cryotherapy);
- medical examinations (employment, travel, licensing, and other purposes);
- care for those with injuries including Worker's Compensation covered problems;
- ongoing management of **chronic illness** e.g. Diabetes
- obstetric shared care with the public obstetric service and with private obstetricians;
- an allergy & hearing testing service;
- provision of private in-patient care - for acute medical problems as an accredited provider within St Vincent's Hospital and St Luke's Hospital;
- aged care services - DVA/CVC health assessments.
- The practice is **wheelchair accessible** and has a wheelchair toilet. The surgery also has lift access to our upper floor.

### **ESK SKIN CANCER CLINIC**

Dr Kshemendra Tillekeratne has completed specialised training and is therefore able to offer the following, at 'The ESK Skin Cancer Clinic'; full body skin checks, dermoscopic examination of skin lesions, treating & monitoring of skin cancers, including, moles and melanomas.

### **COVID-19**

During the COVID-19 pandemic, telephone consultations will be available where appropriate for consults and care plans. Please advise reception when you make a booking whether you have cold or flu symptoms and whether you require a telephone consultation. Please check in using the Check In Tas App, when attending the surgery. Information regarding the COVID-19 pandemic is fluid so please ask at reception for further information regarding vaccinations and information. We adhere to the information provided by the Tasmanian Department of Health at all times. Public Health Hotline T: 1800 671 738. [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)