

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 online through Hot Doc or by ringing the Practice on (03) 6331 2355. However, medical services are always available by phoning the practice on **(03) 6331 2355**.

AFTER HOURS Medical care is available on a 24-hour basis covered by the Hello Home Doctor Service, after hours. If you require medical attention outside our opening hours, you can ring 134100 or if you ring our practice number you will be able to reach our deputising service. If on occasion you are attended to after hours by Hello Home Doctor, a full written report will be faxed to us for inclusion in your records, the next day. We team with the Hello Home Doctor Service to ensure our patients have quality medical care available 24 hours a day, 365 days a year. In the unlikely event of a communication failure or in case of an emergency 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 03 6777 6777.

APPOINTMENTS

The practice welcomes new patients and visitors to Launceston. Appointments are available Monday to Friday 8-6. 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 (2) working days. When arriving for an appointment please let the staff at reception know that you have arrived.

Appointments are at approximately ten (10) minute intervals. Where you require a longer appointment please ask at the time of booking and this will be accommodated.

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, it 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 either in person or via telephone.

NON-ATTENDANCE FEE A fee maybe charged if you fail to cancel your appointment within the two (2) hours prior to your appointment. This will be at the discretion of the doctor whom your consultation was booked.

MEDICAL PRACTITIONERS

Dr SEONAIID SIMPSON

MBChB, MRCGP (UK), FRACGP 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 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

FRACGP, MD, 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.

DR ERANGA ELIYAPURA

MBBS, DFM (Col), MRCGP (Int) Dr Eranga was a GP for eight (8) years in Sri Lanka before moving to Tasmania in 2023, with her family. She graduated from The Institute of Applied Health & Sciences in Bangladesh with MBBS. Then went onto complete; a postgraduate Diploma in Family Medicine -University of Colombo, Sri Lanka and MRCGP from The Royal College of General Practitioners, UK. Dr Eranga is currently working towards her Fellowship with RACGP. Her special interests include Women's Health and Family Medicine.

DR THANUD SALPITIKORALA

MBBS, MRCGP (UK), MD (Family Medicine), DFM (Col), MCGP (SL) Dr Milinda Salpitikorala has been a Medical Practitioner for sixteen (16) years, with ten (10) years in General Practice (GP). He graduated from Manipal College of Medical Sciences in Nepal with an MBBS. He has an MD in Family Medicine from the University of Colombo. He has been awarded Fellowship of the Royal College of General Practitioners in the UK. Prior to working as a GP, Dr Milinda worked as a Medical Officer in the Emergency Department.

Dr Milinda has a cheerful personality and he has special interests in Family Medicine, Chronic Disease Management and Infectious Diseases.

DR RATHNAYAKE RATHNAYAKE

MBBS Dr Sujee is working towards her Fellowship of RACGP. Arrived in Tasmania in 2019 from Sri Lanka where she had been practising as a Doctor for sixteen (16) years.

HOME VISITS A home visiting service maybe available upon request. 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.

PRACTICE NURSES 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.

REMINDER SYSTEM 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. We also have seven (7) designated parking bays available for patients and staff that can be accessed off Tamar or Brisbane St.

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 may 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 nurses 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. Please ensure your emergency contact and next of kin are always kept up to date.

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 via your preferred method i.e. 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 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.

INTERPRETING SERVICE For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment.

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 (MOST COMMON)

Standard Consultation Item 23- \$100 (pay on the day rate)

Pensioner/HCC Item 23 - \$ 90 (pay on the day rate)

Medicare Rebate for a standard consultation - \$43.90

Long Consultation Item 36 - \$198 (pay on the day rate)

Pensioner/HCC Item 36 - \$170 (pay on the day rate)

Medicare Rebate for a Long Consultation - \$84.90

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

TELEPHONE APPOINTMENTS ARE AVAILABLE WITH ESK – UNDER THE GUISE OF MEDICARE PROTOCOLS

You can book telephone consultations on line through hot doc or by ringing the practice. Legally all phone calls are consultations and require of the doctor the same duty of care as involved in face to face discussion. To receive a medicare-rebated telehealth service you must have had a face to face consultation with your GP or a GP in the same practice within the twelve (12) months prior to the telehealth service. This requirement ensures an established clinical relationship exists with a GP or our practice. Some specific telehealth items may be exempt from this twelve (12) month rule.

SERVICES OFFERED

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

- general medicine and health promotion (including; immunisation, cervical smears, contraception, child and adult health checks, travel medicine, and flu immunisation clinic)
- men's preventative health and women's health
- treatment of acute illness or injury
- ECG's & respiratory function tests (spirometry)
- medical examinations (employment, travel, licensing and other purposes)
- workers compensation – workplace injuries
- medical reports - insurance
- chronic care management - ongoing management of chronic illness e.g. diabetes. Care planning and health assessments
- antenatal 'shared care' and postnatal care
- skin and mole checks and relative minor procedures
- aged care services - DVA/CVC health assessments
- mental health care plans
- the practice is **wheelchair accessible** and has a wheelchair toilet. The surgery also has lift access to our upper floor.

PRIVACY

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

ARTIFICIAL INTELLIGENCE

Some practitioners are utilising AI in their consultation process. You will be asked to complete an AI consent form if you are happy to proceed with that option in your consultation.

ELECTRONIC COMMUNICATION Electronic communication is available through the email address reception@eskmedical.com.au Email messages will be addressed by the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on (03) 6331 2355. Our written policy on receiving and returning electronic communication can be requested from reception.

STAFF

NURSES	G Sutherland (EN) Ayushi Gupta (EN) J Hammond (RN)
RECEPTION STAFF	J Lowe, K Furnival, A Richards, S Schindler
CDM CO-ORDINATOR	L Yunk
PRACTICE MANAGER	L Glover

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 GP. 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
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