

## CHANGES TO BILLING – AS OF 6<sup>TH</sup> MARCH 2023

Unfortunately, the current Government funding system for bulk-billed services has become unsustainable with less than a \$4 increase for standard consults over the last 10 years. This along with other contributing factors such as :

- increased costs due to COVID
- inflation driven increase in consumable and municipal costs
- unprecedented increases in insurances and interest rates
- increases in award rates

These factors have made it impossible to continue to bulk bill all patients whilst also continuing to provide best healthcare.

We understand change can be difficult, so we have kept fees as low as possible with out-of-pocket fees varying depending on the length, complexity and type of consultation. The full fee will be required to be paid at the end of your appointment where we will automatically lodge the rebate request to Medicare on your behalf. Medicare state their time frame for processing your rebate and having it in your bank account is generally within the same day of your appointment (these timeframes may vary depending on your selected bank or Medicare conditions).

**We will continue to bulk bill the following:**

- Concession and Pension card holders
- Children 16 years old and younger
- DVA card holders
- All care plans, health assessments and pap smears.

Please ensure your bank details are updated with Medicare (access through myGov website) and that anyone 14 years or older has their own myGov account before 6<sup>th</sup> March 2023.

As these changes roll out, we want to remind you that not everything will be changing here at Durack Medical Centre. We do promise to continue providing:

- Warm and caring support from our reception team
- Quality healthcare service to all our patients
- Professional guidance from our team of Doctors
- Low appointment wait times

**For any clarification or concerns, please call our friendly staff on 3372 4577.**

Appointment Type	Full Fee	Medicare Rebate	Out of Pocket
Standard Consult	\$65	\$41.20	\$23.80
Complex Consult	\$100	\$79.70	\$20.30
Script without Consult	\$15	-	\$15

# Durack Medical & Dental



Welcome

Durack Medical & Dental would like to welcome you to our clinic.

We are a family owned clinic focused on comprehensive delivery of medical care for the long term. The practice has an ongoing history of medical delivery for over 30+ years and the comprehensive delivery of care to generations of families was enhanced and fine tuned since Dr Michael Tawil took over the practice in 1994. The practice continues to be owned by Dr Tawil's family.

This brochure will inform you of some useful information about the practice and the services we deliver.

We constantly strive to improve and enhance our delivery of care. The best way to stay up to date with health promotion campaigns going on at the practice is via our Facebook page.

The whole DMC Team is passionate about the role they can play in helping each and every patient achieve personal health goals no matter how large or small those health care goals and challenges may be.

**"Wherever the art of Medicine is loved, there is also a love of Humanity."**



## Why do they do that?

- When making an appointment our receptionist may ask for a brief reason for visit. We do this so we can:
  - ensure enough time is given to your appointment
  - Allocate nursing or treatment room time if required
  - Triage your medical need to ascertain if you need to be seen soonerYou can retain the right not to inform the receptionist what your visit is for – simply state that it is 'a personal reason'.
- Forms – please be aware that the filling out of some forms (eg insurance forms) are not always a bulk billable service and will need extra time allocated and will have a fee applicable. If your reason for visit is to fill out forms you should state this to the receptionist at time of making appointment.
- Dr's do require you to make an appointment for a repeat script, test request forms, referrals and to obtain the results of tests. This is for your safety as checks are performed when the doctor requests or reviews tests.
- It is not always possible to address multiple issues within a single standard appointment, please inform the receptionist at the time of booking to ascertain what can be achieved in that appointment.

## Quick Notes:

The Medical Centre is wheel chair friendly, however the Dental Section is stair access only.

Smoking is prohibited within 5 meters of all schools and medical facilities

Home visits are available within consulting hours for regular patients medically unable to attend the medical centre

## CONTACT DETAILS

) (07) 3372 4577

) (07) 3372 7577

[www.durackmc.com.au](http://www.durackmc.com.au)

Please note that email nor facebook messages are appropriate for crucial medical communications



Like us on Facebook for general updates



## Are you between 45-49 or over 75 years of age?

If you are then you are eligible for a free Health Assessment under Medicare.

These assessments are designed to help capture potential health issues early and to keep you healthier and stronger for longer.

Ask us about them today.

## Skinning the issue!

By our Dr Douglas Morison

We Queenslanders love our outdoors, whether it be sport, camping, fishing (lots of fishing) BBQ's or work so it's no startling fact that Queenslanders also have the highest incident of melanomas and other skin cancers in the world.

There are various types of skin cancer and some appear just as small red lumps or spots of dry skin.

Remember you don't necessarily have to spend a lot of time in the sun to be susceptible; the damage has often been done during childhood and adolescence, although it is still important to be sun safe at any age.

Skin cancer can affect people of any age and skin type and can affect any part of the body - it is not just sun exposed areas that get cancer. An early skin cancer may be very small and subtle; they do not necessarily look large, dark and dangerous.

The best way to avoid getting caught out by skin cancer is

- 1) Be sun aware and sun safe - your Doctor will advise you further on this
- 2) Get a skin check every 6-12 months with your GP.

A full skin check involves a head to toe check by an experienced Doctor using a Dermatoscope - an advanced type of magnifying glass especially for the skin. A skin check takes 20-30 minutes. They are free with your GP.

If anything suspicious needs to be removed this can usually be done here at the medical centre, for free, and the subsequent Lab testing is also free. These are usually very minor skin operations. Often very early cancers can be treated with liquid nitrogen spray, avoiding the need for skin surgery.

**REMEMBER** Early detection and treatment is by far the best so book now for your free skin check.



### SURGERY HOURS

Monday - Friday  
7.30am - 6.00pm  
Some Sat: 8.00am -  
12.00md

### CONSULTING HOURS

**Dr Douglas Morison**  
Can vary from week to week.  
Contact clinic for current  
weeks availability

**Dr Tapan Paul**  
Monday: 8.30am-5.00pm  
Tuesday: 8.30am-5.00pm  
Wednesday: 8.30am-6.00pm  
Friday: 8.30 - 5.00pm  
Alt. Saturdays: 8am-12md

**Telehealth appointments are available and can be booked by calling reception or using the online booking options.**

Doctors experience the same life issues as the rest of us so sometimes schedules need to change. Best way to keep informed of unexpected changes is via our facebook.

### Sick after hours?

Always call '000' if situation is life threatening.

For all other after hours medical attention this practice has an agreement in place with National Home Doctor Service.

**You can contact them on 137425**



All requests for telephone call from a Doctor is passed onto the Doctor. These calls will be triaged, and the doctor may need to return the call as his/her schedule allows. Please remember that doctors do prefer that patients return to the clinic via an appointment to obtain test results.

### Nurse Ana tips:

When doing the prick for sugars test try pricking the outside edge of your ring finger - the skin is thicker in this spot so it should hurt less.

### WE ARE A MIXED BILLING CLINIC

(SEE FIRST PAGE FOR FULL DETAILS)

We continue to bulk bill:  
Concession card holders  
DVA card holders  
Children 16yo and under  
Careplans, Mental Health consults, Pap smears,  
Ante natal appointment



## How much sugar is too much?

We all know that sugar in chocolate, lollies and fizzy drinks is bad for us. We also know that too much sugar causes tooth decay. But what about the sugar in every day items and 'healthy' snacks and drinks?

The World Health Organisation (WHO) recently sent out some recommendations stating that we should reduce our free sugar intake to 10% of our total daily energy intake, but ideally, they recommended as low as 5% (roughly equal to **6 teaspoons of sugar a day** or

25g). Did you know that one 200ml popper of apple juice contains the equivalent of 5 teaspoons of sugar?

We can split sugar into **added sugars** (or free sugars): those put into foods and drinks by the manufacturers and **natural sugars**: those found in milk and fresh fruit. However if these sugars are processed or concentrated, eg. in yoghurt, dried fruit or fruit juice, they will also be damaging to your teeth. To try and reduce how much sugar you have, why not compare food labels, and switch to those products which have less sugar? When doing a comparison, it is easier to compare the amount of sugar per 100g or 100ml as the container/carton sizes may differ.

What about fruit juice with 'no added sugar'? When a fruit is juiced, the sugar comes out of it and into the solution and some research states that in this form it is no better than sugar lollies. Although the manufacturers may not add sugar to the juice, it will still be full of fruit sugars. This fruit smoothie has no extra sugar added



Emailing is a popular form of communication for a lot of people these days but please keep in mind that for medical information emailing is not considered as a secure form of communication.

We will ask you on new patient form if your email is used only by yourself or multiple people.

Also we encrypt emails when sending for security reasons.

Emailing is not an appropriate form of communication if you are experiencing a life threatening or time sensitive situation.

We encourage patients not to use email for appointment bookings purposes unless you are hearing impaired or unable to communicate by phone or by using the online booking systems available.

By our Dentist

to it, but it does have **25.7g** of sugar per serving.

You can see how easy it is to exceed the recommended amount of free sugar per day. Just by having a yoghurt and a fruit juice you are well on your way to having more than 10% of your daily energy intake from free sugars. That's not to mention the sugar in **cereal, bread, pasta sauces, curry, ketchup** and any sugar you may add to a cup of tea or coffee. Anything that comes processed or in a packet will more than likely have sugar in it. Make the sugar switch and change to products lower in sugar. Any products high in sugar, try and keep them to a meal-time and avoid snacking on any sugary foods or drinks. **Milk** or **water** between meals is ideal (also tea/coffee if you don't add sugar) and some ideas for tooth friendly snacks include **fresh fruit, cheese** and **nuts**.



### PLEASE NOTE

As of 1<sup>st</sup> January 2015 smoking is not permitted within 5 metres of schools and medical facilities. Durack Medical & Dental Practice strongly supports these new smoking laws.

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Durack, Qld, 4077

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(07) 3372-7577

Fax: (07) 3879-0449

Web Site: [www.durackmc.com.au](http://www.durackmc.com.au)



Follow on:  
Durack Medical Practice &  
Dental

### **Need to get your Records Transferred?**

If for any reason you change doctors and attend another medical centre and need a copy of your medical records transferred.

Durack Medical Centre will happily send a Medical Summary to your new GP on receipt of a signed consent from yourself and your new GP. Should you require your entire medical file, including all correspondence and progress notes, this will incur a \$50 fee to cover the administration, printing and posting costs of the file.

### **What are GP Management Plans?**

Medical Care Plans can assist you in getting the right treatment for a range of conditions classed as chronic disease (such as Diabetes, Heart Conditions, Osteoarthritis, Renal Disease ranging through to conditions such as diagnosed Autism). These plans allow you to gain bulk billed access to professional help such as physiotherapist, podiatrist, dietician and many more professionals to assist with the management of your condition.

Mental Health Care Plans can assist you to get physiological help to cope with the difficult times in our lives.

The Team at Durack Medical Centre are equipped and ready to assist you to find the health care profession you require to maintain your chronic condition and have regular checkups under the team care arrangement.

## **Your Privacy is Our Concern**

All our staff are employed under the strictest of privacy policies when it comes to patient information. We will never release any information to yourself without properly identifying you and will not release any information to a 3<sup>rd</sup> party without written consent by yourself and your treating doctor.



**DentiCare**  
PAYMENT SOLUTIONS

**Interest Free Payment Solutions  
offered to eligible customers.**



### **Having Trouble Sleeping? Can't handle a CPAP Machine?**

Dental sleep appliances are proven to be an effective alternative treatment for snoring and sleep apnoea.

Have your consultation today and determine if one of these devices may be suitable for you.

Have a compliment,  
concern or complaint?

We like to hear your compliments and positive words but we also are open to constructive criticisms.

Our practice follows the Australian Open Disclosure Framework. We will make every endeavour to address your concerns and encourage you to approach us first either by utilising the suggestion box in the waiting room, email or asking at reception to speak to the Practice Manager.

If you feel you need to take your complaint further you can contact Qld Health Ombudsman on 133646.