

MARKETPLACE MEDICAL CENTRE GUNGAHLIN

Marketplace Medical Centre

SHOP 53/33 HIBBERSON STREET
MARKETPLACE GUNGAHLIN ACT 2912
PH. 02 51008788

All Correspondence to:

PO BOX: 540
GUNGAHLIN MARKETPLACE, 2912

Appointment Bookings

www.marketplacemedicalcentre.com.au

On Phone: 02 51008788

PRACTICE INFORMATION SHEET

OUR DOCTORS

Dr. Olukayode Fowosere FRACGP, MBChB

Practice Principal

Special interests - Kid's Health, Women's Health, Men's Health, General Medicine, Skin and Chronic Disease Management.

Dr Mahira Sarpi FRACGP, DCH, MBBS

General Practitioner

Special interests - Kid's Health, Women's Health, General Medicine, Chronic Disease Management.

Dr. Sharin De Silva MBBS FRACGP DCH

General Practitioner

Special interests - Kid's Health, Women's Health, Men's Health, Skin and Chronic Disease Management.

Dr. Adebayo Adeyemi

Obstetrician & Gynaecologist

Dr. Manuela Habicht

Clinical Psychologist

Ms. Ann Wong

Nutritionist/ Dietician

Therapist: Occupational therapist, Physiotherapist, Speech therapist

NURSES: Two Registered Nurses

RECEPTIONISTS: Dedicated, well trained staff

PRACTICE ADMINISTRATORS: Two devoted Team Leaders

DIRECTOR: Shade Fowosere

PRACTICE HOURS

Monday to Friday: 8:30 AM to 7 PM

Saturday: 9 AM to 5 PM

***Our Medical Centre** is a modern, holistic family practice which opened its doors in 2017. As a new practice, we have a caring and progressive approach to your health and medical needs. We aim to provide the highest standard of health care in a professional, caring, friendly and compassionate environment.*

All our doctors are vocally registered General Practitioners and have acquired an extensive and first-class range of experience in the healthcare industry. Our focus is to personalize your treatment plan and engage each patient actively in the maintenance of their health.

Alongside the range of services provided at our clinic we are also close to other allied health specialists, including: podiatry, radiology, chiropractic, physiotherapy as well as a local pharmacy for any scripts or after treatment you require.

Appointments - Consultation is by appointment. Patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please "check in" with reception on your arrival to avoid an unnecessary delay in the waiting room. Please cancel appointments if needed at least 2 hours prior to the allocated time. Every effort is made to keep to appointment times but this is difficult due to emergencies, walk-in patients or unexpected longer consultations. To help us schedule appropriately, please tell our receptionists if your consultation is likely to be long (e.g. insurance medicals, postnatal checks, pap smears, counselling, excisions and if more than one member of the family is to be seen.

Online Appointments - Visit our website and book your next appointment online! We are also starting to develop some great patient resources - so keep an eye on our website.

Continuity of care and doctor of your choice. We endeavor to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognize it is not always possible to see the same doctor, so our system of recording notes takes this into account.

Waiting time - We have several measures to assist in streamlining the waiting room and improving patient flow in our medical centre. Please advise the type of appointment you need when booking, or if the doctor or nurse has advised you about getting something done at your next appointment. Please remind reception on arrival.

Sterilization - All reusable instruments used for procedures are sterilized in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patients safety.

Home visits - We do not provide house calls for patients of this practice. It is usually better to attend the surgery if you are able to, as this is better equipped for examination and

treatment. If this is not possible you can contact the National Home Doctor Service on 13 74 25.

After hours – If you require medical attention after hours, please ring the National Home Doctor Service on 13 74 25. For emergencies ring 000 or attend the closest hospital to you.

Telephone calls - Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency. Most problems are best dealt with in a consultation.

Procedures - The doctors can perform many minor surgical procedures (e.g. removal of moles or skin lesions, treatment of simple fractures). Cryotherapy (for skin tags and warts etc.), nebulizer, pap smears and resuscitation equipment are available. A longer appointment time may be required for some procedures so please inform the receptionist.

Investigations - The doctors in the practice can perform electrocardiograms (ECG), lung function testing, and blood sugar testing, pregnancy tests, hearing tests, holter monitor, 24-hour BP monitor, and ABI monitor. Blood collection for pathology, X-rays, CT scans, ultrasound, mammograms, and endoscopy tests can be arranged elsewhere when needed.

Patient test results - Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure our receptionists have your current phone number and address when booking or on settling your account.

Patient recall for preventative care - To further improve our service to you, we have implemented a Patient Register for Preventative Activities. This is a Reminder/Recall System in which we contact the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram etc. Patients attending this practice will automatically be included on our Reminder/Recall Register. Patients are requested to inform the Doctor, Nurse or Reception if they choose not to be included. You will need to sign a form if so, for us to keep on record. We also offer the opportunity for patients to initiate these reminders/recalls to be sent to them. Please speak to your doctor or nurse about arranging this. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times. If you wish to opt out of our recall system please tell your doctor.

Chronic disease prevention - We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to “measure up” and

have your modifiable lifestyle factors assessed. We can also offer cardiovascular risk and diabetes risk assessments. Please look for these tools in the waiting area or ask at Reception. Once filled in please give this to your doctor or the nurse.

Health assessments - For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which you may be at risk.

Transfer of medical records - If you require a copy of your records to be sent elsewhere our practice sends a summary for free, but may charge up to \$30 for preparing complete records.

Disabilities - It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff who will be very willing to assist.

Billing policy - To deliver and maintain the high quality of health care provided at Marketplace Medical Centre, we are unable to bulk-bill all consultations. Payment is required at the time of consultation with either **EFTPOS or cash**. We do not accept cheques. Details of specific consultation fees can be obtained from our Receptionists. We use TYRO for instant benefit.

Bulk billing is available - Kindly refer to our billing policy on our website for details.

Your medical information & your privacy - All doctors at the practice use the computerized medical records to record information, order tests, provide prescriptions and file specialist's reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. A single A4 health summary sheet will be made available free, further information will incur a charge. We have a Privacy Policy Brochure and a written Practice Privacy Policy.

Hearing or language issues - To help our GPs ensure they fully understand the nature of their patients' problem and patients fully understand the outcome of the consultation we use an interpreter service where necessary.

Patient rights and feedback - We recognize that patients have certain rights and we will endeavor to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the Practice Manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can ask the reception for ACT Health Commissioner's contact.