

**BITS MEDICAL CENTRE**  
1 Hayes Avenue, Boyne Island QLD 4680  
PH: 07 4973 3000 FAX: 07 4973 3300  
reception@bitsmedical.com.au  
www.bitsmedical.com.au

**Dr Gaston Boulanger, MBBS, FRACGP**  
**Dr Leslie Diefenbach, MBBS, Spec Reg**  
**Dr Korien Marais, MBBS, FRACGP**  
**Dr Elaine Van Tonder, MBBS, FRACGP**

**Dr Nicola Kelly, MBChB, FRACGP**  
**Dr Dane Andersen, MD**  
**Dr Natalya Belonogoff, MBBS**  
**Dr Rosel Flame, MBBS**

**Practice Hours (by appointment)**

Monday to Friday: 8am - 5pm

**Practice Staff**

Practice Nurses: Kathy, Lea, Hayley, Harmony, Urshela, Leeah

Receptionists: Caitlyn, Charlotte, Jamie, Alisha, Alexia

Daily Manager: Sonya    General Manager: Nicole

**Appointments**

Please make your own appointment online or call 4973 3000. For online appointments, you can visit our website [www.bitsmedical.com.au](http://www.bitsmedical.com.au). Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

Standard consultation time is 15 minutes. Longer consultation times are available, so please ask our receptionists if you require some extra time. We usually allow more time for procedures, child vaccinations, pap smears, GP management plans and health assessments. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

**Care Outside Normal Opening Hours**

Please ring the normal surgery number 4973 3000 and follow the instructions. Charges for After Hour Care apply. Urgent After Hours Care for Medicare Card Holders is provided by the Gladstone Hospital. For advice over the phone call QLD Health on 13 43 25 84

**Home and other visits**

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

**Telephone Access**

GPs and nurses in the practice may be contacted during normal surgery hours. If they are with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP or the nurse will return your call. You can also send us an e-mail however emails or phone calls cannot replace a consultation. We send SMS messages if your doctor wants to discuss a test result with you and courtesy reminders for outstanding actions.

**Our Practice**

**Dr Gaston Boulanger** - has worked in general practice since 2000. He has a special interest in paediatrics, skin cancer, minor surgery, joint injections, sports medicine and dive medicals.

**Dr Leslie Diefenbach** - has over forty years' experience in general practice and has a special interest in men's health, paediatrics, skin cancer and minor surgery.

**Dr Korien Marais** - trained in South Africa and has been in general practice since 2004. Her special interests include paediatrics, women's health and chronic disease management.

**Dr Elaine van Tonder** - is an experienced GP from South Africa. She enjoys all aspects of General Practice and sees patients of all age groups. She likes the GP focus on the whole patient. Her particular interests include minor surgery, skin cancer and women's health.

**Dr Nicola Kelly** - completed her GP training in the UK and moved to Australia in 2007. Her special interests include women's health, palliative care and mental health.

**Dr Dane Andersen** - Dane completed medicine in 2017 at Griffith University and is now training toward GP Fellowship. His special interests are surgical procedures, skin cancer, diabetes and chronic disease management, and aviation medicine.

**Dr Natalya Belonogoff** - Dr. Natalya graduated from James Cook University in 2012, after which she worked in a number of hospitals and a General Practice in Rockhampton. She is a JCU registrar with a special interest in dermatology and small procedures.

**Dr Rosel Flame** - Dr. Rosel has trained in South-Africa. She is a committed and confident physician with many years of experience in hospitals, private practice, and diverse clinical settings. She is a patient-focused and experienced general practitioner, with special interest in paediatrics and clinical procedures

### **Services available**

Check-ups, family planning, implanon insertion and removal, IUD (Mirena) insertion and removal, pap smears, pregnancy tests, maternity care, post-natal care, ECG, heart check, lung function, hearing tests, vaccinations: children and travel incl. yellow fever, flu needles, minor surgery: stitching cuts, removal of moles and sunspots, liquid nitrogen freezing therapy for sun spots and warts, joint injections (shoulders, knees, carpal tunnel treatment), wound care, ulcer clinic, nutritional advice, mental health care, industrial medical advice and consultation, sports medicine, skin checks, health assessments, telehealth consultations with specialists, venesections, iron infusions, dive (recreational and occupational) and insurance medicals.

### **Fees and billing arrangements**

BITS Medical Centre is a private billing surgery. All patients aged 16 years and older will have to pay a consultation fee. After the payment, a Medicare rebate can be claimed. Pensioners, health care cardholders, and students with valid identification are eligible for discounted fees. DVA-cardholders and children <16 will be bulk-billed. All patients are charged an out-of-pocket fee of \$30 for procedures; dressings \$15; ear syringing \$30; ear suction \$70; for mirena insertions \$150 and iron infusions \$100. Skin checks attract a \$50 out of pocket charge.

As per the Medicare legislation the full consultation fee must be paid before the rebate can come back to you. Our Eftpos terminals make this process as simple as possible. By swiping your card once the full fee will be charged. By swiping your card again, the Medicare rebate will be refunded to you. Please be aware the Medicare refund cannot be paid into a credit card account, so you need a savings or cheque account to receive the rebate immediately.

### **Getting the results of any test or procedure**

Your doctors will advise when they expect the results to arrive at the practice. The surgery will then contact you by SMS or phone call if your results require a follow up appointment. We advise you to make a follow up appointment to discuss your results. Please feel free to call the surgery if you have any questions.

### **Reminder System**

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know.

### **Management of your Personal Health Information**

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. If you want access to your personal health records, ask our receptionists for assistance. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health>. You can ask reception for a copy of our Privacy Policy.

### **Your rights**

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor, receptionist or nurse. You may prefer to write to us. We take your concerns, suggestions and complaints seriously. Our GM Nicole is responsible for following up on complaints.

You can also contact: Ombudsman (07) 3005 7000