

Practice Information Sheet

BITS Medical Centre
1 Hayes Avenue
Boyne Island QLD 4680
Phone: 07 4973 3000
Fax: 4973 3300
reception@bitsmedical.com.au
bitsmedical.com.au

Dr. Gaston Boulanger, MBBS, FRACGP
Dr. Leslie Diefenbach, MBBS, Spec Reg
Dr. Korien Marais, MBBS, FRACGP
Dr. Els Joossens, MBBS, FRACGP
Dr. Elaine Van Tonder, MBBS, FRACGP
Dr. Elisabeth Witte, MBBS, FRACGP
Dr. Simon (Hans) Schuit, MBBS, FRACGP
Dr Farhana Sharmin, MBBS
Dr Hao Lu, MBBS

Practice Hours (by appointment)

Monday to Friday: 8am - 5pm Short consults: 2pm-2.30pm

Saturday: 9am - 11am

Practice Staff

Practice Nurses Nicky, Kathy, Lea, Sammi, Stacey, Kellie

Receptionists Judy, Sonya, Caitlyn, Madelyn

General Manager Nicole

Appointments

Please call 4973 3000 for an appointment. 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 10 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 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. Free After Hours Care for Medicare Card Holders is provided by the Gladstone District Hospital. For advise 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. Your call will always be put through to the GP in an emergency. 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.

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 thirty years experience in general practice and has a special interest in men's health, paediatrics, skin cancer and minor surgery.

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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. Els Joossens trained in Belgium and has been working as a general practitioner since 2002. Her special interests include orthopaedics, skin cancer, and minor surgery and oncology.

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. Elisabeth Witte is an experienced GP who trained in the Netherlands. Her special interests are paediatrics, chronic diseases and diabetes.

Dr. Simon (Hans) Schuit is a Dutch GP who has worked in many parts of the world. He has a special interest in chronic disease management, surgery and orthopaedics.

Dr Farhana Sharmin obtained her medical degree in Bangladesh. She then moved to Australia in 2012. She has worked as a Medical Officer in Gladstone Base hospital and is now training toward GP Fellowship.

Dr Hao Lu trained at QU and after several jobs in various hospitals decided he wanted to become a General Practitioner. He is now working to obtain GP Fellowship.

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, dive (recreational and occupational) and insurance medicals.

Fees and billing arrangements

BITS Medical Centre is a mixed billing surgery. We bulk bill children under the age of 16, pension and concession card holders and short consultations. For other consultations an out-of-pocket fee of \$15 applies. The charge for procedures is \$30 for all patients. This Treatment Fee applies to procedures such as skin excisions, stitches, Mirena, Implanon, and cortisone injections.

Getting the results of any test or procedure

Your doctor will advise when they expect the results to arrive at the practice. The surgery will then contact you if your results require a follow up appointment. We advise you to make a follow up appointment to discuss our 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 practice manager Nicole is responsible for following up on complaints.