

**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 Aung Kyaw, MBBS**  
**Dr Ciana Lui, MD**

**Dr Dinesh Sivalingam MBBS**  
**Dr Rosel Flame, MBBS**  
**Dr Aeint Ko, MBBS**  
**Dr Serge Kamizelo, MBBS**  
**Dr Amir Asadi, MD**  
**Dr Sherika Hanley, MBChB, FCFP(SA), PhD**

**Practice Hours (by appointment)**  
Monday to Friday: 8am - 5pm

**Practice Staff**

Practice Nurses: Kathy, Lea, Hayley, Harmony, Alisha, Leeah, Nic, Steph  
Receptionists: Caitlyn, Charlotte, Jamie, Alexia, Kirsten, Paige, Makayla, Kelly  
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 Doctors**

**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 Rosel Flame** - 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.

**Dr Aeint Ko** - has moved up from Bundaberg to join the BITS team and work towards GP Fellowship. She has worked in different hospitals, initially in Myanmar and then in Bundaberg. Dr Aeint is interested in all health aspects.

**Dr Aung Kyaw** - has worked in hospitals in Myanmar, prior to relocating to Australia. He has worked in Bundaberg Hospital for 2 years and decided to become a General Practitioner. He is working towards RACGP Fellowship at BITS. His special interests include procedures and medical emergencies.

**Dr Dinesh Sivalingam**- Was born in Sri Lanka and educated in India. Spent 15 years across various specialities and general practices in Sri Lanka including working for 4 years in rural and remote areas affected by the civil war. He believes in holistic care and has a special interest in adult medicine including emergency care, paediatric neurology, minor surgeries, and chronic disease management.

**Dr Amir Asadi**- Has moved from Iran to Boyne Island, after working in a large General Practice/Hospital setting for many years. He has got extensive paediatric, procedural, and chronic disease experience. Dr Amir likes the variety in General Practice and looking after the whole family.

**Dr Ciana Lui**- obtained her medical degree at the University of Queensland in 2018. Since then, she has worked at Rockhampton Hospital, Gladstone Hospital, and the Prince Charles Hospital in Brisbane before starting her GP training in the Central Queensland Region. Her interests are in early pregnancy and antenatal care, child and adolescent health, skin cancer, and minor procedures.

**Dr Sherika Hanley**- qualified as a Family Physician in South Africa in 2013 and joined BITS Medical where she is completing her RACGP Fellowship. She strives to deliver comprehensive person-centred care, and her main interests are in prevention and control of chronic diseases, and women's health. Sherika is a PhD graduate with medical education and clinical research experience and is currently an Implementation Science Fellow at HIGH IRI Washington University.

### **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, ear suctioning, 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 sunspots 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 mixed billing surgery. Patients aged 16 years and older will have to pay a consultation fee. Your out-of-pocket cost for standard consultations vary between \$22 and \$53. After the payment, a Medicare rebate can be claimed. Standard consultations for Pensioners, Health care cardholders, DVA-cardholders, and children <16 will be bulk-billed. Additional out of pocket costs for all patients: \$45 for procedures; dressings \$15; ear syringing \$30; ear suction \$70; for mirena insertions \$150 and iron infusions \$150. 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. 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 always maintain security of personal health information 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 and DM Sonya are responsible for following up on complaints. You can also contact: Ombudsman ph. 13 36 46 or email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)