

# Mansfield Family Practice

14-22 Aminya Street, Mansfield QLD 4122

TEL 07 3422 1977 FAX 07 3422 1966

info@mansfieldfamilypractice.com.au

www.mansfieldfamilypractice.com.au

## Practice Information Sheet

### Emergencies

If there is a life-threatening emergency – even if you are not certain – always call 000.

### Opening Hours

Monday to Wednesday - 8am to 10pm

Thursday & Friday – 8am to 5pm

Saturday – 9am to 3pm (Sundays & Public Holidays – CLOSED)

### After Hours Care

Your Medical care is available on a 24-hour basis covered by the Home Doctor Services. If you require medical attention outside our opening hours, please telephone Australian After - Hours Doctors 1300HOMEDR (1300 466 337) or National Home Doctor Service 13SICK (137425) and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Home Doctor Services, a full written report will be faxed to us for inclusion in your records, the next day. We team with Home Doctor Services to ensure our patients have quality medical care available 24 hours a day, 365 days a year.

### Doctors

#### FEMALE

Dr. Chaminda Wijewardhana (MBBS, FRACGP)

Dr. Thushara Pussella (MBBS, FRACGP)

Dr. Menika Sunethra Senarathna (MBBS, FRACGP)

#### MALE

Dr. Akila Samarakkody (MBBS, FRACGP)

Dr. Sisira Gunaratne (MBBS, FRACGP)

### Administration and Nursing Team

**Reception:** Pushpa, Tennille, Ethan, Mahesh & Jerusha **Practice Nurse:** Jules & Nilu

**Practice Manager:** Nalin

### Allied Health

Clinical Psychologist: Motshe Dintsi (Female)

Dietitian: Fiona MacDonalds (Female)

### Appointments - Tel 07 3422 1977 or Online HotDoc and HealthEngine

- Standard appointments are 15minutes duration.
- Every effort will be made to accommodate your preferred GP and required time.
- Emergencies and unwell children will always be given priority.
- Longer consultation times are available, please ask when booking (Excisions, Cervical screening, Health Assessments, Care plans, Mental health consultations or multiple issues)
- Interpreter service available, please ask when booking.
- Patients who are late will be asked to reschedule if doctors are fully booked.
- We will try to contact you if there is any unforeseen delay or your GP has been called away.
- SMS appointment reminders will be sent to confirm or cancel your appointment.
- Please kindly cancel your appointment at least 2 hours before if it is no longer needed so that your appointment slot can be reallocated. Failure to attend a scheduled appointment without the courtesy of informing us beforehand will result a warning and a penalty fee of \$50.

## Services Offered

- General Medicine
- Skin and Mole Check
- Men's Preventative Health
- Child Health Checks
- Health Assessments
- Chronic diseases Management
- Antenatal & Postnatal Care
- Mental Health Consultations
- Minor Procedures
- Women's Preventative Health
- Family Planning/contraceptive Advice
- Weight Loss or Gain Advice
- Childhood & Travel Vaccinations
- Work Cover & Commercial Driver's License

## Fees and billing arrangements

**Mixed Billing** - Out-of-pocket charges may apply. However, **Bulk Billing** is available for certain services, pensioners, health care card holders and children 15 years & under. Please ask the reception team or visit our website for more details. Fees & charges may apply for some services that cannot be bulked billed to Medicare such as Commercial Driver's licenses, Employment Medicals and insertion of Mirena etc.,

**Private Patients** with NO Medicare - Standard Consultation \$54.75/Long Consultation \$106.95 (Mon to Sat 12noon) Saturday after 12 and Weekdays after 8pm – Standard consults \$66.80/Long consults \$118.80. (CASH or EFTPOS)

## Telephone Calls

Your doctor may be contacted during normal opening hours. Doctors who are busy consulting will return your calls as soon as practical/as soon as they are able. You can also speak to our Registered Nurse. Your call will always be put through to the Doctor in an emergency.

## Electronic Communication

Electronic communication is available through [info@mansfieldfamilypractice.com.au](mailto:info@mansfieldfamilypractice.com.au) during business hours. Emails will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. Please note that patient health information or health advices will not be given via email.

## Test Results

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the reception will contact you via SMS/Call to make an appointment. To ensure confidentiality, test results will not be given over the phone.

## Home Visits

Doctors may perform home visits when appropriate, and if time allows. However, they are generally restricted to those who are a regular patient of our Doctors and are too frail or ill to get to the surgery. We have better facilities to accurately diagnose and treat you at the practice than are possible at home.

## Medical Certificates

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

## Repeat Prescriptions

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone)

## Reminder System

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

## Specialist Referrals

Your doctor is highly trained to deal with most medical problems but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral, and will need to see your doctor first. Referrals cannot be back dated. The specialist is providing consultant advice to your GP, so it is important that you discuss the specialist's opinion and advice with the doctor who referred you, following your visit with the specialist.

## Patient Consent and Privacy Policy

This general practice collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose and treat illnesses and medical conditions, ensuring we are proactive in your health care. To enable ongoing care, and in keeping with the Privacy Act 1988 and Australian Privacy Principles, we wish to provide you with sufficient information on how your personal information may be used or disclosed and record your consent or restrictions to this consent. Your personal information will only be used for the purposes for which it was collected or as otherwise permitted by law, and we respect your right to determine how your information is used or disclosed. Please ask the reception if you would like a copy of our Privacy Policy.

## Suggestions and Complaints

Your feedback is important to our Practice! Mansfield Family Practice aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or use our suggestion box located in the waiting area or ask to speak to our Practice Manager or send an e-mail to [onalin@mansfieldfamilypractice.com.au](mailto:onalin@mansfieldfamilypractice.com.au). If your complaint was unresolved, please contact the Health Rights Commissioner, GPO Box 3089, Brisbane, QLD, 4001.

## Our Acknowledgement

We acknowledge the traditional owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present, and emerging.

## Our Doctors

### **Dr Chaminda Wijewardhana - MBBS, FRACGP**

She graduated in 1999 and became the first doctor at our practice since December 2011 and interested in all aspects of Family health and General practice. Doctor Chaminda specialises in Cardiology, Men's, Women's and children's health, Diabetes management, Skin examinations, treatments and is qualified to insert and remove Implanon implants.

### **Dr Thushara Pussella - MBBS, FRACGP**

She Graduated in 1999 and gained 17 years general practice experience in Queensland. Family medicine, Women's & Men's health, Mental health are her special interests. Doctor Thushara is also interested in, and qualified to attend to, all aspects of skin examinations, lesion removals and follow-up care. She is qualified to provide Mirena and Implanon insertions and removals.

### **Dr Sisira Gunaratne - MBBS, FRACGP**

He Graduated from Medical Faculty in Sri Lanka in 1999. Has lengthy GP experiences both in Sri Lanka and Australia, especially in Queensland. He is interested in Men's health, Family medicine & emergency medicine.

### **Dr Akila Samarakkody – MBBS, FRACGP**

He Graduated in 2001 and gained 14 years' experience in Australia, Tasmania & QLD. He is interested in all aspects of general practice. Doctor Sam is also interested in, and qualified to attend, all aspects of skin examinations, lesion removals and follow-up care.

### **Dr Menika Sunethra Senarathna - MBBS, FRACGP**

Dr. Menika graduated in 2007 and she joined us in 2023. She is especially interested in Women's, Men's health, Child health and immunizations, family planning and is qualified to insert Implanon implants.