

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 unsure, always **call 000**.

Opening Hours

Monday to Wednesday	8am to 5pm and 6pm to 10pm
Thursday & Friday	8am to 5pm
Saturday	9am to 3pm (Alternate Saturdays only) <i>Check online booking or call the practice to Confirm which Saturdays we are open.</i>
Sundays & Public Holidays	CLOSED

After Hours Care

Your medical care is available on a 24-hour basis through Home Doctor Services. If you require medical attention outside our opening hours, please contact Australian After-Hours Doctors on 1300 HOMEDR (1300 466 337) or National Home Doctor Service on 13 SICK (13 7425), and you will be advised of current arrangements. If you are seen by a doctor from Home Doctor Services, a full written report will be faxed to us the next day for inclusion in your medical record. We partner with Home Doctor Services to ensure our patients have access to quality medical care 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, Mahesh, Ash, Ella, Nelly, Teesha & Rison

Practice Nurses: Rithika

Practice Manager: Nalin

Allied Health

Dietitian: Fiona MacDonalds

Appointments - Tel 07 3422 1977 or Online HotDoc and HealthEngine

- Standard appointments are 15 minutes in duration.
- Every effort will be made to accommodate your preferred GP and preferred time.
- Emergencies and unwell children will always be given priority.
- Longer consultations are available, please advise when booking (e.g., excisions, health assessments, care plans, mental health consultations or multiple concerns).
- Interpreter services are available; please request this when booking.
- Patients who arrive late may be asked to reschedule if doctors are fully booked.
- We will try to contact you if there is an unforeseen delay or if your GP has been called away.
- SMS reminders will be sent to you to confirm or cancel your appointment.
- Please cancel at least 2 hours prior if the appointment is no longer needed. Failure to attend without notice will result in a warning and a cancellation fee.

Services Offered

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

Fees and billing arrangements

Bulk Billing - We bulk bill all Medicare-eligible patients for eligible GP services, including GP consultations, care plans, mental health plans and health assessments. Fees may apply for procedures such as Mirena insertion (\$300; rebate \$183.60; OOP \$116.40) and iron infusions (\$200, no rebate). Non-MBS services such as Commercial Driver License medicals (\$165) may also incur fees, as well as patients without a valid Medicare card. (Newborns eligible for Medicare will be placed on hold for one month.)

Telephone Calls

Your doctor may be contacted during normal opening hours. Doctors who are consulting will return your call as soon as practical, and you may also speak to our Registered Nurse. If your concern relates to a health matter and you are unable to attend the practice, we always recommend booking a telephone consultation. In an emergency, please dial 000 without attempting to contact the doctor.

Electronic Communication

Electronic communication is available via info@mansfieldfamilypractice.com.au during business hours. Emails will be forwarded to the appropriate doctor or staff member, and a response will be provided in a timely manner. Email should not be used for booking or cancelling appointments. Please note that patient health information or medical advice will not be provided 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 has any concerns, you will be contacted via SMS, email or phone to arrange an appointment. A copy of your test results will only be provided after they have been discussed with the doctor.

Home Visits

Doctors may perform home visits when appropriate and if time allows; however, these are generally limited to regular patients who are too frail or unwell to attend the practice. Please note that we have better facilities at the clinic to accurately diagnose and treat you than is possible at home.

Medical Certificates

Medical Certificates are available for genuine illnesses and only when you attend the surgery for a consultation. It is illegal to provide a certificate without consultation or to issue 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; therefore, repeat scripts are generally only provided during 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 manage most medical problems but may occasionally need to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you must have a referral and will need to see your doctor first. Referrals cannot be backdated. As the specialist provides consultant advice to your GP, it is important that you discuss the specialist's opinion and recommendations with the referring doctor after your appointment.

Patient Consent and Privacy Policy

This general practice collects information from you for the primary purpose of providing quality health care. We require your personal details and full medical history to properly assess, diagnose and treat illnesses and medical conditions, and to ensure we remain proactive in your ongoing care. In accordance with the Privacy Act 1988 and the Australian Privacy Principles, we aim to provide you with clear information on how your personal data may be used or disclosed, and to record your consent or any restrictions you wish to apply. 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 it is used or disclosed. Please speak to 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 in the best way possible, and we welcome your suggestions for improvement. We take all concerns, suggestions and complaints seriously. You may speak directly with your doctor, use the suggestion box in the waiting area, request to speak with our Practice Manager, or email nalin@mansfieldfamilypractice.com.au. If your complaint remains unresolved, you may contact the Office of the Health Ombudsman, PO Box 13281, George Street, Brisbane Qld 4003.

Zero Tolerance Policy

We are committed to providing a safe, respectful and supportive environment for all patients and staff. Threatening, aggressive or violent language or behavior towards our doctors, clinical staff or reception team, whether in person, over the phone or via any communication, will not be tolerated. Such conduct may result in termination of care, removal from the premises or involvement of authorities. We appreciate your cooperation in maintaining a safe and respectful practice for all.

Our Acknowledgement

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

Our Doctors

Dr Chaminda Wijewardhana - MBBS, FRACGP

Dr. Chaminda Wijewardhana has been an integral part of our practice since December 2011 as our first doctor. She is a Fellow of the Royal Australian College of General Practitioners (FRACGP) and has a special interest in all aspects of family health and general practice. Her areas of expertise include cardiology, men's, women's, and children's health, diabetes management, and skin examinations and treatments. Additionally, she is qualified to insert and remove Implanon implants.

Dr Thushara Pussella - MBBS, FRACGP

Dr. Thushara Pussella is a Fellow of the Royal Australian College of General Practitioners (FRACGP) with 18 years of general practice experience in Queensland. She has a special interest in family medicine, women's and men's health, and mental health. Additionally, she is skilled in all aspects of skin examinations, lesion removals, and follow-up care. Dr. Thushara is also qualified to perform Mirena and Implanon insertions and removals.

Dr Sisira Gunaratne - MBBS, FRACGP

Dr. Sisira Gunaratne is a Fellow of the Royal Australian College of General Practitioners (FRACGP) with extensive experience as a general practitioner in both Sri Lanka and Australia, particularly in Queensland. He has a special interest in men's health, family medicine, and emergency medicine. Dr. Sisira is also a fellow graduate of the same medical cohort as Dr. Chaminda Wijewardhana and Dr. Thushara Pussella.

Dr Akila Samarakkody - MBBS, FRACGP

Dr. Akila Samarakkody is a Fellow of the Royal Australian College of General Practitioners (FRACGP) with 15 years of experience practicing in Australia, including Tasmania and Queensland. He has a keen interest in all aspects of general practice. Additionally, Dr. Sam is highly skilled in skin examinations, lesion removals, and follow-up care.

Dr Menika Sunethra Senarathna - MBBS, FRACGP

Dr. Menika Sunethra Senarathna graduated in 2007 and is a Fellow of the Royal Australian College of General Practitioners (FRACGP). She joined our practice in 2023 and has a special interest in women's and men's health, child health and immunizations, and family planning. Additionally, she is qualified to insert Implanon implants. As the newest member of our clinical team, Dr. Menika is dedicated to providing comprehensive and compassionate care to her patients.