

After Hours Emergency Care

Tweed Valley Hospital Emergency: 02 6677 3700
Murwillumbah Hospital Emergency: 02 6672 0274
John Flynn Hospital Emergency: 07 5598 9001

For urgent medical attention please call 000

Appointments

We run by an appointment system to minimise your waiting time; however urgent cases will be seen on the day. A routine appointment is 15 minutes. You can book an appointment in person, on the phone or on our website via:



Walk-in appointments are available and will be triaged accordingly.

Please inform reception if you require a longer appointment, or if your appointment relates to minor surgery, WorkCover, cervical screening or test results when booking your appointment.

Waiting Times

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment. Please present to reception with your Medicare Card on arrival – we will advise you of any delays.

We ask patients to arrive on time for their appointment – this way other patients are not inconvenienced.

Cancellations

If you are unable to attend your appointment, please contact the practice at least 24 hours before the appointed time so we can re-book the appointment for another patient and also make another appointment for you.

Updated June 2024 V6.3

Patient Feedback

We invite patients to complete a patient survey on their experience at the practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, the Practice Manager or one of the staff members about any problems you may have had with our service. For your convenience, we have a suggestion box located in the waiting room.

We believe that problems are best dealt with within the practice. However, if you feel there is a matter you wish to take up outside the practice, you may contact the:

Health Care Complaints Commission
Locked Mail Bag 18 | Strawberry Hills | 2012
P: 1800 043 159 | E: hccc@hccc.nsw.gov.au

Collaborating With Patients

The doctors and practice staff respect the right of all our patients to make their own investigation and treatment choices. The practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice.

Managing Your Personal Health Information

Your health record is a confidential document. The practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask our receptionist for our Patient Privacy Brochure/Policy for further information on your privacy.

SHOP 1&2 KINGSCLIFF SHOPPING VILLAGE
22-24 PEARL STREET | KINGSCLIFF | NSW | 2487
T: 02 6674 1304 | F: 02 6678 0450
W: www.kingscliffdoctors.com.au



Kingscliff Doctors

T: 02 6674 1304

Patient Information Brochure

Welcome to Kingscliff Doctors.
Our Mission is to provide the highest quality care and service to ensure the health of our patients.

OPENING HOURS

Monday to Friday: 8:00am-5:30pm
Closed Saturday, Sunday and Public Holidays

GENERAL PRACTITIONERS

Dr Leila Omera MBBS FRACGP

Special Interests: Family & General Medicine, Paediatrics, Chronic Disease Management, Obstetrics, Gynaecology, Cosmetics & Protein Rich Plasma (PRP) Treatments

Dr Zabrina Kingston MBBS FRACGP

Special Interests: Family & General Medicine, Women's Health, Nutrition, CDM,, Preventive Health, Skin Cancer, Cosmetics & Protein Rich Plasma (PRP) Treatments

Dr Jacqueline Wilson MBBS FRACGP

Special Interests: Family & General Medicine, Paediatrics, Chronic Disease Management, Obstetrics, Gynaecology, Skin Cancer checks

Dr Rickert Serfontein MBChB FRACGP

Special Interests: Family & General Medicine, Mens Health, Paediatrics, Chronic Disease Management, Skin Cancer checks

ADMINISTRATION

Practice Manager: Catherine North
Reception Staff: Karen, Patti, Jade

PRACTICE NURSES

Camille Lettieri RN, Mary Rombo RN, Kyra Fallows RN.
Kim Daley RN



Our Services

- General Consultations
- Immunisations / Travel Vaccinations
- Family Planning
- Health Assessments
- Chronic Disease Management
- Workers Compensation – NSW & QLD
- Pre-employment & Insurance Medicals
- Industrial Medicals & Consultations
- Diabetes Counselling
- Skin Cancer Checks / Removals
- Cervical Screening
- Minor Surgery
- Fully Equipped Treatment Room
- Cosmetic & PRP Treatments

Allied Health

Osteopath

Inaki Ruiz Molina

Travel Medicine

We offer pre-travel health advice specifically tailored to your itinerary and your medical background – travel vaccinations and post-travel health checks.

Home Visits

Home visits may be available to regular patients whose condition prevents them from attending the practice. You will be privately billed for a home visit.

My Health Record

My Health Record is a secure online summary of your health information. You control what is uploaded and who has access to your records. This practice can upload your Shared Health Summaries at your request.

Communication/Interpreter Services

National Relay Service (NRS)

Phone access service for people who are deaf or have a hearing or speech impairment.

Phone: 133 677

Translating and Interpreting Service (TIS)

For patients who require an Interpreter.

Phone: 131 450

Auslan - the language of the deaf community.

Telephone Calls

Your doctor is available for a telephone consult during opening hours booking is essential and a fee applies.

In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member for triage.

Communicating Via Email

Please note this practice does **not use** emails to communicate with patients. If you need to speak to us, please phone the practice during our opening hours.

Test Results

Your doctor will advise you when they expect to get your results back. You will be contacted if the doctor requests to see you following any tests. We ask that you make an appointment with your doctor if you wish to discuss your test results. As a Duty of Care, copies of your Results will not be released until discussed with your GP. Please note that our reception staff are unable to give out any test results over the phone.

Practice / Waiting Room Policy

No smoking, eating, or drinking is permitted in our practice.

The use of mobile phones is not permitted in our practice – please switch off your mobile phone

Fee Structure (no Bulk Billing)

Your GP privately bills. Patients over 65 years of age, Children and patients who hold a Centrelink Pension Card or Health Care Card will receive a **Concessional Discount**.

Patients who do not hold a current Medicare Card will be privately billed. Please refer to your GP's Schedule of Fees.

Payment is required on the day of consultation – EFTPOS or credit card is preferred. Unfortunately, we are not able to issue accounts.

Your Medicare rebate can be claimed at the time of payment.

Reminder System

The practice is committed to preventive care and we participate in National and State reminder systems. We offer a reminder system for cervical screening, immunisations, blood tests and other preventive health services appropriate to your care. If you do not wish to be part of this system, please advise your doctor.

Prescriptions

We ask that you make an appointment to see your doctor for all repeat prescriptions so that the doctor can check the medical condition for which the prescription is being written.

Referrals

All referrals require an appointment. We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please make an appointment.

There may be a fee incurred for your consultation with other health professionals which require payment on the day – please ask at reception if you have any questions.