



### Appointments

Please call 02 6674 3266 for an appointment or book online through our website. If you have more than 2 concerns, please make an extended appointment to allow for this. Please advise if you require an interpreter.

If it is necessary to speak with your doctor outside of a normal consultation, please leave a message with reception and your doctor will endeavour to respond to your enquiry at the end of the session.

A small number of appointments are reserved each day for walk in and urgent appointments.

### Repeat Prescriptions/Referrals/Forms

Appointments are required for all prescriptions, referrals and forms to be completed.

### Results

Patients are responsible for making a follow up appointment after having a blood test, x-ray or other tests. If the doctor does require seeing you following a test, one of the receptionists will call and advise you to make a follow up appointment in a time frame specified by the doctor. You will be advised of any urgent result by phone.

### Reminders

Reminders can be sent for cervical screenings, repeat tests, health assessments and other preventative health services. Please advise your doctor if you do not wish to receive these.

### House Calls

Depending on the circumstance and the doctor availability, a home visit may be organised for existing patients who are unable to attend the practice.

### Privacy Policy

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal health information at all times, and to ensure that this information is only available to authorised staff members. All doctors and staff appreciate and respect the need for total confidentiality within the practice. We are all trained and are aware of the rules and regulations within the "Australian Privacy Principles (APPs) February 2014". We take very seriously any breach of these regulations. Full privacy policy available upon request.

If you require access or a copy of your medical notes, please submit a written request to the practice.

## Practice Information

### Contact Information

Address: 40 Marine Parade  
Kingscliff, NSW, 2487

Postal: PO Box 1612  
Kingscliff, NSW, 2487

Phone: 02 6674 3266

Fax: 02 6674 3300

Email: [reception@kingscliffbeachmedical.net.au](mailto:reception@kingscliffbeachmedical.net.au)

Open: Monday to Friday  
8:30am – 5:00pm

Closed: Weekends and public  
holidays

Website: [kingscliffbeachmedical.net.au](http://kingscliffbeachmedical.net.au)

### General Practitioners

Dr Zoe Burgman

Dr Bronwyn Mann

Dr Joanna Millar

Dr Katherine Shomali

Dr Joelle Guertin (on maternity leave)

Dr Madeline Taylor (Returning from maternity  
leave April 2024)

Dr Carita Shield

Dr Madelyn Van Der Leeden

Dr Ashleigh Black

Dr Isabella Tompson

Dr Lewis Bastin-Byrne

Dr Krystal Dinh

### Allied Health

Podiatrist – Narelle Hammond

### Emergency Numbers

Ambulance or Police: 000

Tweed Hospital: 07 5506 7000

### After Hours

Outside of normal surgery hours

Palm Beach After Hours Doctor

Address: 24 Palm Beach Ave  
Palm Beach, QLD, 4211

Phone: 07 5532 8666

Health Direct – 1800 022 222 (speak to  
a registered nurse)

## Services Available

- General health checks
- Family planning
- Women's health including cervical screening, pregnancy testing, antenatal and post-natal care
- Men's health
- Children's health including NSW immunisation schedule
- ECG's
- Spirometry
- Travel advice and vaccinations, registered Yellow Fever Vaccination provider
- Skins checks
- Health assessments and care planning
- Minor surgical procedures e.g. wound repair, removal of skin cancers
- WorkCover

## Complaints

If you are unhappy with the service we provide at any time, please feel free to speak or write to your doctor or the manager. If you wish to take the matter outside the practice, please contact:

Health Care Complaints Commission  
Toll free in NSW 1800 043 159 or in writing to Locked Mail Bag 18  
Strawberry Hills NSW 2012 or Email [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## Accreditation

The practice is accredited through Quality Practice Accreditation, which is an independent certification of our compliance in meeting the Royal Australia College of General Practitioners (RACGP) standards for general practice. This is recognition that our practice is committed to providing safe and quality healthcare for our community.



Updated January 2024

## Fees

Accounts are required to be paid at the time of consultation. Please ensure your bank details are registered with Medicare to ensure a timely return of your rebate. Pensions, DVA Gold card holders and children 12 and under are bulk billed during normal consultation hours. Any consultations booked after 5pm will incur a fee regardless of concession card status. Fees remain at the discretion of each practitioner. **Additional services may incur fees that are not listed below.**

### Standard Fees

Standard Consultation - \$85.00 – Medicare rebate \$41.40

Long Consultation - \$125.00 – Medicare rebate \$80.10

Extended Consultation - \$165.00 – Medicare rebate \$118.00

### Centrelink Health Card Holders

Standard Consultation - \$75.00 – Medicare rebate \$41.40

Long Consultation - \$115.00 – Medicare rebate \$80.10

Extended Consultation - \$155.00 – Medicare rebate \$118.00

## Cancellation & Non-Attendance Policy

We understand unplanned issues can arise and you may need to cancel an appointment. Should this occur, appointments need to be cancelled 1 hour prior to the scheduled appointment time. If you fail to attend an appointment or give 1 hours' notice a fee of \$50.00 will be charged by your doctor, no Medicare rebate applies to this fee. All fees must be paid before another appointment can be scheduled.

## Email and Electronic Communication

Email should only be used for non-clinical matters, consultation and advice cannot be provided via email unless under exceptional circumstances. Where email is necessary for sharing confidential information, there are specific requirements in place. Please note that the email account is checked infrequently throughout business hours only and are responded to within a reasonable time frame.

Our practice uses SMS messaging to remind patients of their upcoming appointments and/or to contact the practice for results and recalls.

## Medical Education

Kingscliff Beach Medical is proud to be an accredited teaching practice for both GP registrars and medical students.

## Feedback

Please feel free to use our suggestion box at the front desk for any concerns or feedback you wish to give. Anything written is strictly confidential, if you would like a response, please leave your name and your postal address or email address