###### OUR DOCTORS

Dr Jim Ingram graduated M.B.Ch.B in 1971 from Aberdeen University. He is vocationally trained in General Practice and is a Fellow of the R.A.C.G.P. and A.C.R.R.M. He also has a diploma in Obstetrics. He has worked in several locations in Australia and overseas and is interested in all aspects of family medicine.

**Dr Daniel Rouhead** graduated M.B.B.S. in 1997 from University of Queensland and is a fellow of R.A.C.G.P. He has worked in a wide range of settings and locations including Redcliffe, Gympie, Weipa and Hervey Bay. He has a special interest in women’s health and the care of chronic illness.

**Dr Tony Ferris** graduated from the University of Queensland in 1976 and then worked for three years at the Mater Hospital Brisbane and 1 year at the Princess Alexandra hospital before commencing in general practice in Toowoomba. From 1981 to 2006 Dr Ferris was the Toowoomba City Council Medical Officer of Health. More recently Dr Ferris has become involved in Remote Indigenous Health and practices in Aboriginal Communities in the Northern Territory whenever possible.

**Dr Allan Wong** was born in Bundaberg and completed his medical degree at the University of Queensland in 2004. He has since obtained his Fellowship of RACGP. He has been a general practitioner in Toowoomba since graduating and has interests in musculoskeletal medicine, skin cancer medicine and all aspects of general practice.

**Dr Clinton Dowling** graduated from the University of Queensland in 2006 and obtained his Fellowship of RACGP in 2011. He has worked in Brisbane and rural Queensland. He completed a Bachelor of Nursing in 1997 working in Rockhampton, rural Queensland, London (UK) and Brisbane. He is interested in all aspects of family medicine, obstetrics and family planning.

**Dr Megan Poppi** graduated M.B.B.S, BSc from the University of Queensland in 2004 and is a fellow of R.A.C.G.P. She spent several years training in the public hospital system in areas including anaesthetics, intensive care, paediatrics and palliative care. She was a General Practitioner in Kingaroy before relocating to Toowoomba. She is passionate about women’s health and a strong professional interest in palliative care, critical care and mental health issues.

**Dr. Valerie Chua** graduated from the University of London in 2007 and also holds a Diploma in Child Health from the University of Sydney. She has trained in a wide range of specialties including emergency medicine, cardiology and paediatrics in hospitals in London and Brisbane. She has particular interests in sexual health, obstetrics and gynaecology, breastfeeding, paediatrics, and the use of nutrition and exercise as tools to improve health, diabetes, heart disease and obesity.

**Dr Maria Haase** graduated from the University of Queensland in 1975. Since this time, she has worked in many locations across Queensland including St George, the Sunshine Coast and Cleveland. Dr Haase has a special interest in difficult diagnosis and women’s health. She has recently moved to Toowoomba to be closer to her family and grandchildren.

**Dr Ria Pai** comes to Iona from Townsville, where she worked as a General Practitioner in a busy medical centre. Prior to working in Townsville, she worked in several locations across the United Kingdom, including London and Aberdeen. Dr Pai has trained in Emergency Medicine, Obstetrics and Gynaecology and has a special interest in Cosmetic Medicine. She obtained her Fellowship of  RACGP in 2018.

###### SERVICES

Family medicine, women’s health, indigenous health, chronic illness management, childhood immunisations, travel immunisations, mental health, skin cancer medicine

###### NON –ENGLISH SPEAKING PATIENTS

Please phone 131 450 when you need an interpreter.



###### OUR STAFF

**Practice Manager** Julie Naumann

**Nurse Manager** Vikki Oleksyn

**Practice Nurses** Kym Lauren

 Julie Victoria

 Gill Kim

**Admin Manager** Melanie Wooldridge

**Receptionists** Kim Donna

 Sarah Elizabeth

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| PRACTICE INFORMATION BROCHURE | **Bw32**10 January 2020**Iona** **Medical****Centre**129 Russell StreetToowoombaPhone: 07 46322331Fax: 07 46322029[www.ionamedicalcentre.com.au](http://www.ionamedicalcentre.com.au)New patients welcome Dr Clinton **DOWLING**Dr Tony **FERRIS**Dr James **INGRAM**Dr Megan **POPPI**Dr Daniel **ROUHEAD**Dr Allan **WONG**Dr Valerie **CHUA**Dr Maria **HAASE**Dr Ria **PAI**S:\Management\Marketing & Social Media\Facebook\Photos & Graphics\flag.png |

Welcome to Iona Medical Centre. In relocating to this site in 2001 we have continued its long history as a medical establishment. Formerly known as Wislet House – it was built in 1908 for Dr Hinrichsen. Anti-WW1 sentiment forced him to sell it to Dr Connolly who re-named it Drynane. After his death it was sold to Dr Hulme who remained in residence and practice until 1963 when the Methodist Church purchased it for use as a geriatric hospital. This was closed in 1998 and the building remained vacant for several years until it was redeveloped as a medical centre.

###### APPOINTMENTS

**Appointments may be made online at** [**www.ionamedicalcentre.com**](http://www.ionamedicalcentre.com) **or by telephoning the practice on 46322331 between 8:30am and 5:00pm on weekdays**. It is important that you tell the receptionist if you feel that a problem that requires urgent attention so that you can be seen promptly. If you feel that you may need to spend some extra time with the doctor, please tell the receptionist so that a longer appointment can be made. This also applies to some procedures such as removal of skin cancers and to insurance medicals. Should you be unable to attend for an appointment that has been made, we would appreciate it if you would cancel the appointment. Please note: Some doctors may charge a fee if you book a long appointment but fail to attend/cancel.

**Doctors are available between Monday and Friday.**

###### CARE OUTSIDE NORMAL HOURS

**Telephone 46322331 for attention at all times.**

One of the Iona Medical Centre doctors will be on call for urgent medical matters after 5:00pm on weeknights, and at weekends & on public holidays.

Please phone 4632 2331 and listen to the recorded message for directions to speak to the doctor on call.

If you are seen by another Doctor, your own Doctor will be notified and continuity of your care can be guaranteed.

Due to the added cost of providing this service, consultations outside normal practice hours will not be bulk billed. A minimum consultation fee of $80 will apply. An additional call out fee will apply for a doctor’s attendance between 8pm and 8am.

###### HOME VISITS

Home visits will be made at your Doctor’s discretion if your condition makes it impossible to attend the surgery and you live in Toowoomba.

###### CALLS, EMAILS & SMS MESSAGES

Doctors are happy to accept calls however they cannot always be interrupted during consultations. For non-urgent matters, it may sometimes be necessary for your Doctor to return your call. Alternatively our nursing staff will certainly endeavour to help with your query. In an emergency you will always be put through to your doctor or a nurse.

Communication via electronic means is conducted only with appropriate regard to privacy laws. A copy of our written policy on receiving and returning electronic communication is available on request. Please advise us if you do not wish to receive appointment reminders by SMS.

###### REPEAT PRESCRIPTIONS

Repeat prescriptions for regularly taken medicines can sometimes be obtained within a reasonable time of your last visit without a consultation with your doctor, although you will be asked to make an appointment to collect your script. This visit will be bulk billed. You will also be asked to make an appointment to see your doctor if monitoring of your condition is required. If your Doctor is not available and another doctor in the practice has to issue a repeat prescription for you, you may be asked to make an appointment for a consultation. Please note that we do not fax prescriptions unless requested by your doctor.

###### DISABILITY OR SPECIAL NEEDS

A ramp suitable for wheelchairs is situated at the main entrance, and the toilet is designed for wheelchair access. Some of the consulting rooms are easily accessible to ambulance trolleys if necessary. Should you have special needs, please discuss them with our reception staff.

###### FEES

Most standard consultations will cost approximately $65 to $70 if paid on the day of the visit, although each Doctor is free to vary the amount. The Medicare rebate on a standard consultation is $38.20. For consultations lasting between 20-40 minutes the fee is approximately $100.00 with Medicare rebate of $73.95. An additional fee will be charged for accounts not settled on the day. Information on other fees including home visits, after hour’s visits and Saturday morning consultations is available on request.

Children under the age of 16 will be bulk billed. Health care or concession card holders will also be bulk billed provided they have a current card with them at the time of the consultation.

###### REFERRED SERVICES - FEES

When your doctor/practice nurse makes a referral or requests investigations for you, this may result in an out-of-pocket expense. We can provide you with the contact details of the referred service provider so you can find out about costs for that service. Please speak with your doctor/practice nurse should you wish to access this.

###### REFERRALS

If a referral is required to a specialist medical practitioner or an allied health professional you may need to make an appointment with your doctor for this. All referrals are to be collected from the surgery by the patient in time for their appointment. We do not fax or send referrals.

###### MEDICAL CERTIFICATES

If you require a medical certificate you will need to consult with your doctor. Medical certificates cannot be backdated or post dated.

###### RESULTS

If your doctor has requested that you have Xrays or pathology tests you will need to contact the practice for results. These are usually available within 48 hours. If you are phoning for results, we ask that you call between 10am and 4:00pm.

###### YOUR PRIVACY

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Please speak to your Doctor if you wish to access your records.

###### YOUR RIGHTS

###### We take your concerns, suggestions and complaints seriously. If you would like to discuss any aspect of the care you receive please feel free to talk to your Doctor or the receptionists. If you feel the matter is more serious you may contact:

Office of the Health Ombudsman

Online: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Phone: 133 OHO (133 646)