

Our Providers

Dr Mark Chernoff (General Practitioner)

An experienced GP, Dr Mark is looking forward to assisting the Bay Islands community with its health needs. An RACGP fellow, trained in rural emergencies, paediatrics, women's health & aboriginal medicine. He is also a recognised authority on skin issues, ideal for our warm sunny climate!

His procedural competencies include:

- Mirena and Implanon contraceptive insertion
- Vasectomy
- Dermoscopy
- Non-invasive skin cancer treatment
- Cosmetic skin peel therapy
- Facial cosmetic lesion removal
- Scar treatment
- Cosmetic
- skin cancer flap/graft/minimisation surgery
- Large lipoma/benign tumour and cyst surgery, and musculoskeletal soft tissue and joint therapeutic injections

Our services include:

- General practice consultations and advice
- Women's and men's Health/ Check ups
- Sexual health checks and screening
- Wound care
- Cryotherapy
- Health and medical assessments
- Travel health and immunisations
- Childhood and government immunisations
- Skin checks
- Mental health and counselling
- Pre-employment medicals

- WorkCover injury/claims
- Diabetes testing and treatment
- Lung function testing
- Drivers licence renewals
- Minor surgery
- Veteran affairs
- Enhanced care planning
- Allied health

Allied Health

Dietitian - Sav Manolis

Get the right advice to feel well and live well. You may need assistance with weight/loss, general nutrition, eating disorders or education.

Psychology - Terry Hannon

We provide assistance across most spectrums of life to assist with depression, anxiety and other mental health.

Physiotherapist - Duncan Stewart

Muscular and Skeletal physiotherapy, Chest therapy, Breathing training. Hands on therapist training to participate in your own rehabilitation.

Audiometrist - Sindy Schimkat

- Comprehensive Audiological assessments and diagnostic screening services.
- Free Hearing Services for eligible Pensioners and Veterans Affairs clients through the **Office of Hearing Services** (OHS) program.
- Reports for medical practitioners.
- Access to a wide range of hearing aids, including the latest technology available. We focus on finding a solution to suit the individual needs of every client.
- Tinnitus Counselling
- Assistive Listening Devices
- Free trials available (conditions apply)

Macleay Island Medical is adhering to and striving for RACGP practice accreditation



14 Brighton Road,
Macleay Island

Phone: (07) 3450 3704

Fax: (07) 3450 3705

In an emergency dial 000

E-Mail: info@mimc.net.au

www.mimc.net.au

Attending Doctors

Dr Mark Chernoff

Attending Allied Health

Terry Hannon - Psychologist

Sav Manolis - Dietitian

Duncan Stewart - Physiotherapy

Sindy Schimkat - Audiometrist

Receptionist

Tracee Stephens

Theresa Graham

Registered Nurse

Sheree Thomas

Practice Manager

Natalie Pearce

Hours of Operation

Monday-Friday 8.30am- 5.00pm

Saturday, Sunday & Public Holidays CLOSED (until further notice)



We have pathology on-site
Monday to Friday 7:30 - 2.30pm
(closed for lunch 11.20am - 12pm)

Appointments

Appointments at Macleay Island Medical are 10 minutes. If you have several things to discuss with the doctor or you believe you may need longer (e.g. for medical examinations, health reviews with pap smears, care plans etc.), please notify the receptionist at the time of booking. Extra fees may also apply, depending on the nature of the appointment.

While we endeavour to keep to schedule, please understand that there are times when we are exceptionally busy, or dealing with emergencies. We appreciate your understanding at these times. Walk-ins are only dependent upon availability. It is best to make an appointment in advance to ensure your preferred doctor and time can be provided to you.

Fees and billing

Macleay Island Medical is a BULK BILLING practice for General Medical and routine consultations as long as you have a valid Medicare card present. Fees may apply depending on the service or procedure. All patients will be notified of any fees prior to any service or procedure.

If you are required to pay, our health professionals will inform you of any Medicare rebate or private health coverage that applies.

We request payment at the time of service. We do not have EFTPOS facilities so all private fees must be paid in cash.

General Private Fees :

Standard Consult level A	\$30
Standard Consult level B	\$60
Standard Consult level C	\$100
Standard Consult level D	\$125
Dressing Fee (Minor)	\$5
Dressing Fee (Small, dressing pack, multiple minor)	\$15
Dressing Fee (large, complex, multiple areas)	\$25

After hours

Macleay Island Medical understands that there is a need for prompt after-hours medical assistance. Please call 13 HEALTH (13 432584)

Please call "000" in emergencies

Home visits

In special circumstances our doctors will make a home visit. We are best equipped to offer optimal assessment and care here at the surgery, so we suggest every effort be made to attend the surgery.

Care planning and health assessment

Some patients with chronic, complex health problems and those with mental health problems may be eligible for Enhanced Primary Care and Macleay Island Medical Allied Health are supported by Medicare. There are also Medicare items for health assessment and prevention activities for patients that are 45-49 years old and those over 75 years old.

If you believe you may be eligible or require one of these initiatives, please discuss it with our doctors. The assessment and planning will require another appointment, which is usually longer. Please advise the receptionist at the time of booking. A second appointment to complete the process may also be required.

Please note that Medicare guidelines mean that not all patients are eligible for care planning and that there may be an out-of-pocket cost (not covered by Medicare) to you if referred to an Allied Health Provider.

Repeat prescriptions

Most prescriptions provide enough medication (repeats included) to last until the condition needs to be reviewed. PBS prescriptions can only be written to last a maximum of six months (one month + five repeats).

For your safety and in order to adhere to prescribing guidelines, we strongly encourage you to plan ahead and to make an appointment to see a doctor to have your condition reviewed and repeat prescriptions written.

The Doctors at Macleay Island Medical DO NOT supply any Narcotics/Benzo prescription drugs.

Referrals and medical certificates

Referrals to specialists, pathology and radiology testing etc. require an appointment.

You must make an appointment to see a Doctor for a Medical Certificate. This includes Centrelink and WorkCover Certificates.

"Back-dating" of medical certificates and referrals is NOT possible under any circumstances.

Reminder system

We offer a computerised reminder system by which we can notify patients when immunisations, pap smears, blood tests,

health checks and other activities are due. If you wish to be included on our reminder system, please advise your doctor or nurse. Importantly, if you *do not* wish to be included in this system, please tell the receptionist, doctor and/or nurse.

Results

All patients must return for their test results. This is accepted and safe medical practice. This is particularly the case for potentially sensitive test results such as sexual health/HIV results.

Please make a follow-up appointment with reception when leaving the clinic.

Under no circumstances will results be emailed or conveyed over the phone for obvious privacy and quality assurance reasons.

E-mail / Telephone Calls

The email address at Macleay Island Medical is info@mimc.net.au. This e-mail is for administrative purposes only. No clinical details are discussed by e-mail.

As the email is not monitored constantly, urgent enquiries or appointments are to be made by phone or in person only.

Management of your personal health records

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

Your medical file will only be released to a third party upon receipt of a signed, dated request from the third party or yourself. Please see reception for an example of aforementioned form.

Feed Back

We welcome your feedback and comments please feel free to discuss these issues with your doctor or the receptionists. Grievances will be dealt with promptly and if you still feel unhappy with the resolution, you may contact Office of the Ombudsman.

Ph: 1800 068 908

Translator Services

Should you require an interpreter or hearing assistance, please inform reception when making the appointment so we can provide assistance for you on the day.