



VIBE NATURAL HEALTH

210 Days Road, Grange QLD 4051

Phone: (07) 3366 7970 Fax: (07) 3366 6511

Out of Hours 134-100

www.vibenaturalhealth.com.au

PRACTICE INFORMATION SHEET

**This Practice Information Sheet focuses on our General Practice (GP) services. For detailed allied-health or specialist information—clinician bios, fees and treatment descriptions—please visit vibenaturalhealth.com.au or call reception.*

PRACTICE HOURS

Monday	8.30 am - 9.00 pm
Tuesday	8.30 am - 9.00 pm
Wednesday	8.30 am - 9.00 pm
Thursday	8.30 am - 7.00 pm
Friday	8.30 am - 7.00 pm
Saturday	8.30 am - 5.00 pm
Sunday	8.30 am - 3.00 pm
Public Holiday	Closed

GP CONSULTING HOURS

Monday	6.30 pm - 9.00 pm
Tuesday	6.30 pm - 9.00 pm
Wednesday	6.30 pm - 9.00 pm
Saturday	2.00 pm - 5.00 pm
Sunday	8.30 am - 5.00 pm (Every 2nd Sunday)

CARE OUTSIDE NORMAL OPENING HOURS

For care outside our normal opening hours, call Hello Home Doctor Service on **13 41 00** for GP home visits—reports are sent to your record next day. For urgent care, present to The Prince Charles Hospital ED or Brisbane Northside Emergency Centre. In life-threatening emergencies, dial **000** immediately.

GENERAL PRACTITIONERS

Dr Anchita Karmakar (FACRRM ASTPH MBBS GPLT GCPH VAD SMO BBMsc JD)

Practice Principal

Special interest: Comprehensive rural generalist care spanning aged care, paediatrics and women's health, combined with emergency medicine, palliative care, neurodevelopmental assessments and travel medicine.

Dr Uzoamaka Odionye (MBBS, MHA, FACRRM)

General Practitioner

Special interest: Skin cancer screening and preventative skin care, with a focus on thorough lesion assessment and patient education to support early detection.

Dr Evangeline Marzan (MBBS,FRACGP)

General Practitioner

Special interest: Women's health, paediatric care and palliative medicine, including voluntary assisted dying via telehealth (referral basis).

NURSE PRACTITIONER

Stewart Rae

Nurse Practitioner

Special interest: Holistic mental health care—including anxiety, depression and substance use disorders—alongside men's health and health promotion through personalised, evidence-based plans.

SPECIALISTS

Dr Bruce Lewis (M.B., B.S., (QLD.) F.R.A.C.P. (PAED)) - *Paediatrician*

Dr Kylie Ferguson (FAFRM MBBS) - *Rehabilitation Physician*

ALLIED HEALTH

Dr Emma Kopcikas - *Osteopath*

Dr Ethen Kauiers - *Osteopath*

Dr Wayne Haynes - *Chiropractor*

Ananda Mahony - *Naturopath/Nutrition*

Elysia Humphries - *Naturopath/Nutrition*

Georgia Limmer - *Naturopath/Nutrition*

Courtney Garfoot - *Clinical Nutrition*

Anthea Watson - *Acupuncture*

Suzanne Sunner - *Acupuncture*

Ruth Priscilla - *Rem. Massage Therapist*

Corrine Fisher - *Rem. Massage Therapist*

ADMINISTRATION & NURSING STAFF

Abir Karmakar (Practice Manager)

Deb woods (Registered Nurse)

Ethan Schomberg (Assistant in Nursing)

Kitty Clancy (Reception)

Molly Beebe (Reception)

Lydia Mackenzie (Reception)

GP APPOINTMENTS

Consultations are by appointment; patients without bookings will be fitted in at the earliest available time, and urgent matters are always prioritised. Please check in with reception on arrival and ring to cancel any appointments you no longer need. We aim to keep to scheduled times but may run late due to emergencies or longer consultations.

Standard consults run for 6–19 minutes. If you require extra time—for example, for procedures, skin checks, multiple issues, health or mental health plans, immunisations or diabetes reviews—please let reception know when booking so we can allocate a longer slot. Appointments can be made online via our website.

GP SERVICES OFFERED BY THE PRACTICE

- General Medicine
- Skin and mole checks
- Minor operations for removal of cysts, moles and skin cancers
- Cryotherapy (freezing) of sun spots
- Childhood vaccinations, Adult routine and travel vaccinations
- Paediatrics/child health checks
- ECG's & Respiratory function tests (Spirometry)
- Family planning/contraceptive advice
- Women's preventative health, breast checks and pap smears
- Antenatal "shared care" and postnatal care
- Men's preventative Health
- Sutures to lacerations, plasters for limb fractures
- Health assessments, Aged care
- Chronic diseases Management such as asthma, diabetes and heart disease
- Weight loss or gain advice
- Counselling and mental health
- Medicals – workplace, insurance, WorkCover

GP APPOINTMENT TYPES (most common)

Item Description	Duration	Purpose
Short Consult	<5 min	Straightforward tasks such as prescription renewals, pathology result follow-up or simple advice
Standard Consult	6 – 19 min	Assessment and management of a single clinical issue (e.g. acute minor illness, review of one problem)
Long Consult	20 – 39 min	Management of multiple or more complex issues (e.g. chronic disease reviews, mental-health care plans)
Prolonged Consult	>40 min	Comprehensive assessment and multidisciplinary care planning (e.g. complex presentations, extensive counselling)

***Telehealth consult** – Available by appointment only. Please call reception or ask your doctor to arrange—not bookable online. Bulk-billed if you've seen us in person within the past 12 months; otherwise a private fee of \$80 applies.

FEES AND BILLING

GP consultations - All standard Medicare-covered GP services are *bulk billed* – no gap for eligible patients.

Privately billed services - The following consultations are not covered by Medicare and require private payment:

- Workers' compensation assessments
- Pre-employment medicals
- Insurance and certain driving medicals
- Consultations for non-Medicare card holders

Additionally, allied-health treatments, IV infusions and specialist consultations attract private fees based on appointment length and complexity; for a full allied-health price list visit our website or call reception, and for specialist fees please phone the clinic.

Concessions

Automatic pension-card discounts are not offered. In genuine hardship, reduced fees may be discussed with your practitioner *before* the appointment.

Rebates

Medicare rebates are processed immediately via Medicare Online. Allied-health visits can receive on-the-spot private-health rebates through HICAPS (subject to your cover).

Payment options

We accept EFTPOS, all major credit cards and cash. If you have any questions about fees or rebates, our reception team will be happy to assist you.

HOUSE VISITS

Home visits may be offered when appropriate and if time permits. These are generally limited to regular patients who are too frail or unwell to attend the clinic in person.

Please note, our clinic provides access to better diagnostic tools and treatment facilities than can be offered during a home visit, so in-clinic care is always preferred when possible.

MEDICAL CERTIFICATES

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

REPEAT PRESCRIPTION

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone).

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 is concerned about your results, our staff will contact you to make an appointment.

RELEASE OF RECORDS

Records will be released after receiving signed consent from the patient. A full set of records do possess an administration fee.

There are no charges for a Health Summary however if you are requesting access to additional information where the volume of information we hold is large, we may charge a reasonable administration fee (including fees for photocopying)

TELEPHONE CALLS

Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency. Most problems are best dealt with in a consultation. Emergency calls are an exception and will be taken immediately.

ELECTRONIC COMMUNICATION

Electronic communication is available through the email address info@vibenaturalhealth.com.au Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner (Usually 2 business days). Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 07 33667970. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement. Our full electronic-communications policy—covering privacy, security and staff protocols—is available on request from reception.

VACCINATIONS AND DRESSINGS

If you are making an appointment for childhood, influenza or travel vaccinations, or for wound care, please let our receptionist know. A practice nurse will be available at certain times to assist with these procedures.

YOUR MEDICAL INFORMATION & YOUR PRIVACY

At Vibe Natural Health, we treat your personal information with the utmost care. We use password-protected computer systems to record consultations, order tests, issue prescriptions and file specialist reports. Your medical record is strictly confidential and only accessible to authorised staff. We comply with the Privacy Act 1988 (Cth) and the Private Health Sector Privacy Standards to ensure your data is protected.

A summary sheet of your records is available free on request; additional copies may incur a reasonable fee based on the volume of information. We participate in national registries such as the Pap Smear and Immunisation registers—please let your doctor or nurse know if you prefer not to share this information.

Our complete Privacy Policy is on our website, or you can request a copy from reception.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service TIS National is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on **1300 575 847**

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! Vibe Natural Health aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager, Abir Karmakar, or send an e-mail to admin@vibenaturalhealth.com.au . If your complaint was unresolved, please contact the Health Rights Commissioner, GPO Box 3089, Brisbane, QLD, 4001.