

*This practice is a fully accredited general practice, having met the standards set by the RACGP.*

*Our practice, which opened in 2008, is committed to providing our patients with the highest standard of medical care.*

*Our Doctors are experienced in all aspects of general practice and we offer a comprehensive range of services. There is a strong emphasis on preventative health and patient education.*

*All patient consultations and medical records are kept strictly confidential.*

DOCTORS OF CHOICE



# Calamvale Family Practice

**Monday to Friday 8:00am - 6:00pm**

**Saturday 8:00am - 12:00pm**

Follow Us On



- for regular health updates
- & information on health issues

**18/2605 Beaudesert Road  
Calamvale QLD 4116**

**Ph: 3272 4533**

**Fax: 3272 5815**

07 3272 4533



3272 5815

# Our Doctors

## Dr. Sam Khalil

MBBCH, FRACGP

After working in the Brisbane area for 10 years, Dr. Sam opened Calamvale Family Practice & Skin Clinic in 2008 with the aim of providing high quality services to his patients whilst maintaining a Family Practice atmosphere. Dr. Sam's special interests include diseases of the skin, Men's Health, Family Medicine and Occupational Health. Dr. Sam conducts Skin Cancer Checks using the latest advanced mole scan methods in a pleasant and friendly environment for all members of your family.

## Dr. Jotham Joubert

M.B., Ch.B. FRACGP

Dr Jotham's passionate interests are in Skin Cancer checks, general Skin Procedures and Cosmetic Procedures for both men and women. The services offered have expanded dramatically, and have become increasingly popular. Skin, Cosmetic and Aesthetic Clinic for all clients. All treatments are performed by Dr Jotham.

## Dr Rajan Payyappilly

MBBS, FRACGP, FAMAC BSc, Diploma in Acupuncture/Japanese Acupuncture, M.App.Sc

After working as a General Practitioner and Acupuncturist on the Gold Coast for 10 years, Dr. Rajan moved to Brisbane. Prior to this he worked in Melbourne, Victoria for over 20 years.

Dr Rajan has been furthering his career in Acupuncture; treating and helping patients Australia wide. His acupuncture therapies can provide alternative treatments for quitting smoking, weight issues, chronic pain, sleep disorders, as well as a range of other issues.

## Dr. San San Oo

MBBS, FRACGP

From 2013-2021, Dr San San ran her own successful GP Practice in Brisbane's western suburbs - where she was the owner & Practice Principal after doing further General Practice training.

Prior to this, Dr San San spent 10 years working as a Snr Medical Officer in rural North Queensland, as well as an Emergency Registrar in WA Hospitals. From 1990-2003, Dr San San spent 13 years in hospitals in South Africa.

During this time she worked in the Emergency Dept, Adult Medicine, Obstetrics & Gynaecology, as well as Paediatrics and as an Anaesthetist.

## FEEDBACK

We are interested in your suggestions, and appreciate your input. Periodically patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time, you can provide feedback to reception or email our Practice Manager at [teresac@calamvalefp.com.au](mailto:teresac@calamvalefp.com.au)

## CODE OF ETHICS

This Practice abides by the AMA Code of Practice. Please discuss any problems in a timely manner with the doctor or staff on duty. Your concerns will be attended to promptly and confidentially without discrimination.

If you wish to take any complaints further, you may contact:

Office of the Health Ombudsman

PO Box 13281, George Street, Brisbane Qld 4003

Ph: 133 OHO (133 646). Fax: (07) 3319 6350

Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Website: <http://www.oho.qld.gov.au/contact-us/>

## CODE OF CONDUCT

Help us make our practice a safe place for everyone, where all parties treat each other with respect. Anyone who yells, makes inappropriate remarks or threatens the safety of others will be asked to leave. This is a smoke free practice.



Opening Hours:

Monday to Friday

8:00am – 12:00pm

All request forms accepted



We acknowledge the Traditional Owners of the land where we work and live. We pay our respects to Elders past, present and emerging. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander Elders of all communities who work and live on this land.



## Practice Communication Policy

An incoming telephone call is the principal method for initial and subsequent communication by a patient and most other persons to this practice. As such, the telephone is recognised as a vital vehicle for creating a positive first impression, displaying a caring, confident attitude and acting as a reassuring resource for our patients and others.

Our aim is to facilitate optimal communication opportunities with our patients. Our GPs and other team members are aware of alternative modes of communication used by patients with a disability or a language barrier.

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means. Patient consent needs to be obtained before engaging in electronic communication - including email, facsimile. Communication with patients via electronic means is conducted with appropriate regard to privacy.

## Management of Patient Health Information

As an Australian-based organisation, any data and information collected is held, used and disclosed in accordance with the Privacy Act 1988.

'Personal health information' is a particular subset of personal information and can include any information collected about a person in order to provide a health service.

The information we collect about a patient can include medical details, family information, name, address, employment and other demographic data, past medical and social history, current health issues and future medical care, Medicare number, accounts details, and any health information such as a medical or personal opinion about a person's health, disability or health status.

Personal health information also includes the formal health record (written or electronic) and information held or recorded on any other medium (e.g. letter, facsimile, electronic, verbal).

For each patient we have an individual patient health record containing all clinical information held by our practice relating to that patient. Our practice ensures the protection of all information contained within these files.

# Our Allied Health

## Bindi Cilento - Psychologist

**Bindi has extensive experience in assisting adults and young people from the age of 16 years, with a wide range of common difficulties, both clinical and non-clinical.**

**Bindi treats Anxiety, Depression, Phobias, Trauma, Low Self-Esteem, Women's Issues, Grief, Trauma and Unfulfilled Goals.**

**Bindi uses a number of treatment modalities tailored to your needs including Cognitive Behavioural Therapy, Acceptance and Commitment Therapy, Solution Focused Therapy, Mindfulness, Somatic Experiencing & Trauma Processing (EMDR).**

## Healthmarq - Exercise Physiology

Healthmarq is a leading provider of innovative physical and mental rehabilitation solutions, dedicated to transforming the way health services are delivered and experienced. We empower individuals and organisations with tools that enhance patient care, streamline operations and drive better health outcomes.

## All Ears in Hearing - Rachel Gibson

**Rachel Gibson is an Audiologist at All Ears in Hearing with over 25 years' experience. She delivers comprehensive hearing assessments for adults and children, and provides tailored hearing aid selection, fitting and ongoing fine-tuning, alongside auditory processing assessments and auditory training, tinnitus and sound tolerance management, cochlear and bone conduction implant candidacy assessments and mapping, and custom ear plugs. All Ears in Hearing is a family-owned small business and is fully independent, not affiliated with any manufacturers, so you receive personalised, unbiased recommendations.**

## Dr Jotham - Cosmetic Clinic

**Our modern Skin & Cosmetic Clinic is for both men & women, and was established in 2013. All of the treatments carried out at our clinic are performed by a consultant doctor with advanced training & wide experience in performing such treatments. We use only the best in materials and equipment which reflects in the high levels of customer satisfaction from our clients. Our referral rate is one of the highest due to a service that you would recommend to a friend. Our prices are affordable, yet the level of skill employed to carry out our non-surgical treatments is of the highest level.**

# OUR SERVICES

- Cervical Screening
- Child Health & Immunisations
- Chronic Disease Management
- Cortisone Injections
- Cosmetic Procedures
- ECG - & Respiratory Assessment
- Exercise Physiology
- Health Assessments
- Implanon Insertion & Removal
- Insurance & PreEmployment
- Iron Infusions
- Laser Acupuncture
- Minor Surgical Procedures
- Mirena Removal
- Photodynamic Therapy - PDT
- Physiotherapy
- Podiatry
- Pregnancy & Antenatal Care
- Preventative Health Checks
- Prolo (Pain) Therapy
- Psychology
- Skin Checks & Treatment
- Travel Advice & Vaccinations
- Venesections
- Vitamin Infusions
- Weight Loss Clinic
- Womens & Mens Health
- WorkCover

Ask our Doctors & Nurses about our GP Management Plans and Team Care Arrangements ie: Asthma / Diabetes / and many more chronic conditions

# PRIVACY & CONFIDENTIALITY

All Health Service Providers must comply with the Privacy Act 1988 (Commonwealth). The Act incorporates Australian Privacy Principles (APPs) that set the rules for the handling of personal information. These Principles cover collection, use, storage and disclosure of information.

Fully informed and voluntary consent as to the above must be obtained before or as soon as practicable after the collection of Health Information. Information about a person's medical history is needed to assist in providing diagnosis and treatment. To ensure quality and continuity of care, a Patient's health information may have to be shared with other health care providers.

There are circumstances where a Medical Practitioner is legally bound to disclose personal information. A request to view your medical records or to obtain a copy should be discussed with your doctor and put in writing.

Please refer to our Privacy Policy on our website / at reception that provides further information on the handling of your medical information.

Please do not hesitate to discuss any concerns you have about privacy related to your health information with your Doctor.

If not satisfied, you may contact:  
The Federal Privacy Commissioner  
GPO Box 5218, Sydney NSW 2000  
**Privacy Hotline: 1300 363 992**

## PROLO THERAPY

WHAT IS PROLO (PAIN) THERAPY? Prolotherapy is the term used for "Proliferation Therapy" or "Regenerative Injection Therapy" and is a safe and effective option for the treatment of musculoskeletal injuries, osteoarthritis and chronic pain. The treatment originated in the 1930's when Dr. Earl Gedney, an Osteopathic Surgeon successfully treated his own severe hand injury using Prolotherapy.

### Prolotherapy works by stimulating the body's natural repair mechanisms to heal injured or degenerative tissues.

The inflammatory stimulus from Prolotherapy raises the level of growth factors to resume or initiate a new connective tissue repair sequence. With the emergence of Orthobiologic therapies such as Platelet Rich Plasma (PRP) and Mesenchymal Stem Cell therapies, the possibilities and applications for Prolotherapy have intensified and it is a great non surgical option for patients suffering from musculoskeletal conditions.

Prolotherapy is a safe, non-invasive, drug-free and affordable treatment for those suffering chronic musculoskeletal pain and/or injury. Typically 2-8 sessions are needed to help you reach maximum relief. Each session includes multiple injections to the affected area. The amount of sessions needed depends on the extent and chronicity of your injury.

## PHOTODYNAMIC THERAPY

Photodynamic Therapy (PDT) uses a cream and light source to make the cancer sensitive to light. It is used to treat sunspots, superficial BCCs and squamous cell carcinoma in situ (Bowen's disease). First the area is gently scraped with a curette to remove any dry skin or crusting. Then the light-sensitive cream is applied. After three hours a special light is shined onto the area. For skin cancers, PDT is usually repeated after a week.

Extract from the Cancer Council

# OUR HOURS

MONDAY TO FRIDAY 8AM – 6PM / SATURDAYS 8AM – 12PM

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>DOCTORS</b>						
<b>DR SAM KHALIL</b>	8:00am to 6:00pm	8:00am to 6:00pm	8:00am to 6:00pm	8:00am to 6:00pm	8:00am to 6:00pm	8:00am to 12:00pm
<b>DR RAJAN PAPPAPPILLY</b>	11:00am to 4:30pm	11:00am to 4:30pm	11:00am to 4:30pm	11:00am to 7:00pm	11:00am to 4:30pm	
<b>DR JOTHAM JOUBERT &amp; COSMETIC CLINIC</b>	8:00am To 6:00pm		8:00am to 6:00pm	6:00pm to 8:00pm		
<b>DR SAN SAN OO</b>		8:30am to 4:30pm		8:30am to 4:30pm		9:00am to 12:00pm
<b>Nurse</b>						
	8:30am to 4:30pm	8:30am to 4:30pm	8:30am to 4:30pm	8:30am to 4:30pm		
<b>ALLIED HEALTH</b>						
<b>PSYCHOLOGIST</b>			8:00am to 6:00pm		8:00am to 2:00pm	
<b>ALL EARS IN HEARING</b>			Ask Reception for available times			
<b>EXERCISE PHYSIOLOGIST</b>				Ask Reception for available times		
<b>WEIGHT LOSS CLINIC</b>	9:00am to 4:00pm	9:00am to 4:00pm	9:00am to 4:00pm	9:00am to 4:00pm	9:00am to 4:00pm	
<b>PHYSIOTHERAPIST</b>						
<b>PODIATRIST</b>						

# BILLING & APPOINTMENTS

## Appointments

Calamvale Family Practice is a mixed billing practice. Bulk Billing is available to all children under 16 years of age, all children attending school, and all adults holding valid Centrelink Concession Cards during our ordinary hours of operation.

### **PRIVATE BILLING**

Standard Consultation \$83  
(Medicare rebate - \$43.90)

Long Consultation \$130  
(Medicare rebate - \$84.90)

We are registered with Medicare Australia Online to provide you with your automatic rebate. Please bring your EFTPOS cheque or savings account card to access this.

### **VETERANS AFFAIRS**

Card Holders are billed to Veteran's Affairs.

### **WORKCOVER**

Workcover consultations are billed to the appropriate Workcover organisation.

## **EMERGENCIES ARE ASSESSED PROMPTLY**

**Inform Reception if you are in pain or distress, have shortness of breath and/or chest pain, bleeding, if a rash is present, or you have been in an accident prior to arriving.**

**After the consultation please report to Reception.**

A Standard appointment is 15 minutes, and this is where one problem is addressed. Please make an appointment for each family member.

If you feel more time with the Doctor may be required, you are welcome to request a longer appointment. Also if you require a particular service when booking your appointment, please inform our Receptionists, who are trained to assist you.

Calamvale Family Practice also offer telehealth and video consultations for your convenience. These are equivalent to a standard appointment of 15 minutes duration.

Our mixed billing policy also applies to these appointments.

Please advise our friendly reception staff if you would like to book a telehealth appointment.

**If you can no longer attend the appointment, please cancel or reschedule. A fee of \$50.00 applies if you fail to attend your appointment**

### **WALK IN APPOINTMENTS**

Walk in appointments are accepted but will be triaged.

### **UPON ARRIVAL**

Please present your current Medicare Card and all Concession Cards at Reception and inform the Receptionist of any change of address and/or phone numbers along with contact details for emergency contacts. For all new patients, we ask that you fill out our New Patient Registration Form. You may be asked to complete a patient details update form.

### **AFTER CONSULTATION**

Please report to reception to inform them you are leaving the premises.

### **DOCTORS OF CHOICE**

We recognise the value of the Doctor/Patient relationship. Every effort is made to enable you to see the Doctor of your choice. There may be an occasion when you are seen by another Doctor in the Practice. Our records support good communication to facilitate your care. Our Doctors practice ethically and independently.

### **PRIVATE CONSULTATIONS**

Medicare Australia does not cover consultations for Employment Medicals, Commercial Drivers Licenses, and Insurance/Superannuation Reports. A private fee will occur for these items, payable on the day of appointment.  
Employment Medical - from \$200.00  
Commercial Drivers Licence - \$200.00 incl GST  
\*Additional charges for ECG & Spirometry tests

### **MEDICAL CERTIFICATES are legal documents**

We require you to make an appointment to obtain these.

### **PRESCRIPTIONS & ONGOING REFERRALS**

You will need to make an appointment with your GP.

### **HOME VISITS**

Home visits are up to the discretion of the Doctor. They are only available to existing patients attending our clinic who live locally to the practice. Home visits are pre-arranged with the Doctors and are conducted during surgery hours.

### **RESULTS & REPORTS**

Please make an appointment to obtain results and reports unless the doctor instructs you otherwise.

**You will be contacted to book an appointment if results are considered clinically significant.**

### **RECALLS & REMINDERS**

The Practice has a system whereby Patients are contacted for follow-up and preventative health care activities. Our practice participates in the National & State Reminder Registers. Please inform us if you wish to be excluded from these.

### **PHONE CALLS/EMAILS**

Doctors are able to take calls/emails when time permits. If the Doctor is not available, a message will be taken and your call will be returned as soon as possible.

### **NATIONAL HOME DOCTOR SERVICE**

Phone: 13 SICK (13 7425)

This after hours service is Home Doctor visits. Doctors house calls from: 6pm to 8am Monday to Friday / 12pm Saturday to 8am Monday / All day Sunday and Public Holidays.  
Most visits are bulk billed.

### **BUILDING ACCESS**

A wheelchair is available. Wheelchairs can access the surgery via the Centre's ramp. A disabled toilet is available within the practice.

### **INTERPRETER SERVICES**

The use of qualified medical interpreters is our preferred choice when interpreting is required. The use of family members/friends/bilingual staff members are only to be used in an emergency when a qualified medical interpreter is not available.

### **ASSISTANCE ANIMALS WELCOME**

Patients are welcome to bring their registered assistance animal to their appointments. Our practice team may ask to sight the assistance animal identity card, badge or harness to identify registration as our practice policy does not allow pets & emotional support animals in the practice.

**REMEMBER - In an emergency, please call 000**