



# Kangaroo Island **MEDICAL**Clinic

## PRACTICE INFORMATION

**Location/Contact:** 64 Murray Street, Kingscote SA 5223  
Phone: 08 8553 2037 Fax: 08 8553 2437  
email (non-clinical only): [admin@kimedical.com.au](mailto:admin@kimedical.com.au)

**Practice Hours:** Monday to Friday 8:45 am to 4:45 pm  
(closed Saturday, Sunday & Public Holidays)



### APPOINTMENTS

KI Medical Clinic uses the “Better Access” Model for booking appointments. This means that the majority of appointments are booked on the day you need to be seen. You can contact us at 8:45 am to book an appointment for that same day. Please be aware that your doctor of choice may not always be available, due to emergencies, theatre or commitments at other clinics. All the doctors at the clinic work as a team to provide you with comprehensive ongoing care, so we recommend that you establish a rapport with several of our doctors. Your medical records are available to all the doctors at the practice.

A limited number of appointments can be pre-booked, such as appointments with the Practice Nurse, appointments for preventative health checks and chronic care, appointments requested at the doctor’s discretion, or appointments for those who need to organise transport. A regular appointment allows for up to 15 minutes; please let the receptionist know if you require a longer appointment.

### AFTER-HOURS ARRANGEMENTS

If you are having a medical emergency, **call an ambulance on 000**.

All after-hours care is provided by the Kangaroo Island Health Service (the local hospital) located on the Esplanade, Kingscote (Phone 08 8553 4200). Kangaroo Island Health Service provides a service designed to allow patients with urgent after-hours matters to see the “on-call” doctor. Appointments are not taken and patients are triaged and seen in order of urgency. Should you require a doctor urgently after hours please attend the hospital.

### AVAILABILITY OF DOCTORS BY TELEPHONE OR EMAIL

Reception staff are happy to take your details and relay a message to the doctor to return your call. Doctors will return your call when they are not seeing patients, during normal surgery hours. If your call is urgent you need to explain the situation to the receptionist who will deal with your call appropriately. Email communication is discouraged as it is not considered a secure medium for transmitting clinical information, and doctors may not be able to check emails on a regular basis due to out-of-clinic commitments. Non-clinical queries can be emailed to [admin@kimedical.com.au](mailto:admin@kimedical.com.au), and will be passed on to the doctor.

### FEES AND BILLING ARRANGEMENTS

KI Medical Clinic is a private clinic and as such full payment is expected at the time of consultation, either by cash, cheque, Visa, MasterCard or EFTPOS. Pensioners and Health Care Card holders are charged a reduced fee, and Veterans sign DVA service vouchers. On occasion, the doctor may bulk bill. Our fees are reviewed each year, and are posted in various locations throughout the surgery. If you have any difficulty paying our fees, please discuss this with your doctor.

### SERVICES AVAILABLE

General medicine, paediatrics, gynaecology, antenatal care, anaesthetic services, check-ups, family planning, pap smears, pregnancy tests, counselling, childhood vaccinations, travel vaccinations, minor surgery, nutritional advice, sports medicine.

**Home Visits:** In addition to services provided at the Medical Clinic, our doctors may be able to provide home visiting services where appropriate. If you feel you (or a relative or friend) require a home visit, please contact the clinic. Our receptionist will discuss your request with the doctor, and call you back with further details.

The following **Visiting Specialist** services are available at KI Medical Clinic: Orthopaedic Surgeon, ENT Surgeon, General Physician, Endocrinologist, Gastroenterologist, Cardiologist, Gynaecologist, Audiologist, Urologist, Psychiatrist, Paediatrician, Ophthalmologist. Please see your doctor if you think you need a referral.

**Physiotherapy Solutions** are located on premises. Kim, Simon and René provide various physiotherapy services.

## OUR DOCTORS

**Dr Gerome Van Der Linden** has extensive general practice experience in rural communities. His special interests include anaesthetics, paediatrics, diabetes and general medicine.

**Dr Tim Leeuwenburg's** interests lie with internal medicine, chronic disease management, paediatrics, anaesthetics, mental health, and minor surgery.

**Dr Johannes Steyn** has worked for more than ten years as a rural GP in South Australia. His special interests include obstetrics. Johannes also speaks Afrikaans fluently.

**Dr Jeremy Wells** commenced as a GP Registrar in February 2014 and has now finished his training through RACGP. He trained at Flinders University before completing various hospital rotations and anaesthetic training. His special interests include paediatrics and anaesthetics.

**Dr Donna Weckert** is currently undertaking GP Registrar placement through GPEX at KI Medical Clinic, with a long-term view to working in rural and remote medicine.

**Dr Phillipa Baker, Dr James Doube and Dr Andrew Bigwood** locum at the KI Medical Clinic occasionally.

## OUR PRACTICE TEAM

**Mary, Shantel, Mary-Anne, Nicole, Brie and Karon** are our reception staff. **Alison, Jan, Cathy, Bonnie and Mary** are the clinic's regular practice nurses. All staff are committed to providing you with the best of care.

**Tanya Biddell** is our Acting Practice Manager with **Genevieve Willson** working as our Business Manager (currently on maternity leave). They can be contacted at the clinic to discuss relevant matters.

**James and Henry** are 3<sup>rd</sup> year Graduate Medical Students from Flinders Uni who have chosen to do their clinical placement on Kangaroo Island for 2018. Please let us know if you do not wish to have a student present during your consult.

## PRACTICE PRIVACY POLICY

We are committed to protecting the privacy of patient information, and to handling your personal information in a responsible manner in accordance with the *Privacy Act 1988*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, and the *Australian Privacy Principles*. Our Practice Privacy Policy explains how and when we will collect, use and disclose your personal information. It also explains how you can access that information and how to make a complaint about a breach of privacy information. If you would like to view our Practice Privacy Policy, please ask at Reception.

## INTERPRETER

For patients of foreign background and ethnicity, who do not speak English or who are more proficient in another language, our staff can arrange to utilise the free Translating and Interpreter Service (TIS).



## FOLLOW UP OF RESULTS

If you are required to have pathology or other tests taken, you will need to phone the clinic to obtain your results – please do not assume that no contact from KI Medical Clinic following a test or investigation means a normal result. For most standard tests, the results will be available within 48 hours; please contact the clinic on 08 8553 2037 and ask to speak to the results desk to obtain your results.

## RECALL SYSTEM

You will be automatically enrolled in our recall/reminder system, which means you may receive reminders by post, telephone call or sms. Please advise us if you would prefer not to be contacted regarding preventative health reminders.

## YOUR RIGHTS

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or the Practice Manager. This practice has a protocol for the handling of complaints, and you can be assured that your complaint will be dealt with in a sincere and professional manner. Should you feel that your complaint has not been dealt with satisfactorily you may direct your concerns to either the Australian Medical Association, (Phone 8267 4355) or the Australian Health Practitioner Regulation Agency (1300 419 495).