

Richlands Medical Centre

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Richlands QLD, 4077

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Dr Edward Kwok
Dr Angela Bowman
Dr Loreta Blanco
Dr Leo Schneider-Fensky

WELCOME to Richlands Medical Centre. We aim to assist in all aspects of your medical and health needs in a friendly and caring environment. We endeavour to work with you to achieve the healthiest possible individuals, families, and communities.

OPENING HOURS:

Monday – Thursday: 7am – 6pm
Friday: 7am – 5:30pm
Saturday 9:00am - 12:00pm
Sunday Closed

OUR STAFF

Dr Edward Kwok

MBBS (QLD), FRACGP, DCH (Sydney)

Dr Kwok graduated from his medical degree at the University of Queensland. He worked at the Royal Brisbane hospital from 2000-2002 to gain various clinical experiences in both medical and surgical areas. He then worked as a General Practitioner after hospital training from 2003 onwards.

Dr Kwok joined General Practice training and became the Fellow of the Royal Australia College of General Practice in 2005.

Dr Kwok has special interest in Child Health and has done a Diploma of Child Health at the Children's Hospital at Westmead in Sydney in 2006. Other areas of interests include Men's health, Women's health and minor skin surgery. Dr Kwok also has many years' experiences in performing pre employment medical examinations.

Dr Angela Bowman (not taking new patients)

MBBS (Qld), FRACGP

Dr Bowman completed her medical degree at the University of Queensland. She subsequently worked in the Royal Brisbane and Wolston Park Hospitals gaining experience in various areas of medicine especially Emergency Medicine, Psychiatry and Obstetrics. Dr Bowman has since completed her Fellowship with the Royal Australian College of General Practitioners (RACGP) and is now involved in teaching, training and examining both local and international candidates for the RACGP.

Dr Bowman enjoys all aspects of General Practice, however she has special interest in the areas of Weight loss, Antenatal Care, Child Health and Women's health. Angela is interested in encouraging patients to adopt healthy lifestyles that lead to improved health and well being.

Dr Loreta Blanco

MD, FRACGP

Dr Loreta Blanco graduated from the Lyceum Northwestern University with a degree of Doctor of Medicine and graduated with a Masters in Hospital Administration at the University of the Philippines. She completed her internship at the Armed Forces of the Philippines Medical Centre.

Loreta relocated to Australia in December 2003, commencing work in January 2004. Dr Blanco served the town of Ayr

for more than five years, practicing in the GP clinic, hospital and aged care facilities.

Dr Blanco passed the Fellowship Exam for the Royal Australian College of General Practitioners within three years of entering the Australian health system.

Loreta's special interests include Women's Health, Maternal and Child Health and Geriatric Medicine.

Dr Leo Schneider-Fensky

FRACGP

Dr Leo Schneider-Fensky studied medicine in Germany before completing his Doctoral thesis (PhD) at the RWTH University of Aachen.

<https://publications.rwth-aachen.de/record/72032> - <http://www.medizin.rwth-aachen.de/cms/~iiq/Medizin/lidx/1/%20>

He then continued in Germany's national service followed by 18 months training in British hospitals. Following 5 years of specialist training, Dr Leo Schneider-Fensky became a registered GP and owned his own practice in Germany for 12 years.

Deep psychological psychotherapy, autogenous training, hypnosis and naturopathy are additional areas where he has received German recognition to perform. He also is a European qualified Quality Manager in Healthcare ISO 9001.

In 2005, Dr Leo Schneider-Fensky immigrated to Australia and became a Fellow of the RACGP in 2007. At this time he also completed training to perform recreational diving medicals. Dr Leo has a particular interest in health services for Aboriginal and Torres Strait Islanders people as well as refugee health.

SERVICES WE PROVIDE:

General Health	Mental Health Plans	Skin checks
Veteran's Affairs	Women's health	Cardiac Management
Children's Health	Health Assessments	Travel Advice
Diabetes Management	Men's Health	Preventive Health
Antenatal Care	Pre employment Medicals	Family Planning
Medicare	Minor skin surgery	Diving Medicals
Immunisation	Workcover	Enhanced Primary Care Plans

APPOINTMENTS

Please call our friendly staff for an appointment. Appointments are usually booked at 15 minutes intervals. If you think you may require a longer consultation please let our receptionist know when booking your appointment. We suggest a longer appointment if you feel you require more time, have multiple health issues to discuss, or have complex issues. We will endeavour to see you as close as possible to your appointment time however emergencies may take precedence over standard appointments if required. You are welcome to phone the practice prior to your appointment to check whether your doctor is running on time at that point.

We try to accommodate walk-ins however we would prefer if an appointment was made for non-urgent conditions.

TRIAGE

In all cases if you feel you require urgent assistance please see our receptionist on arrival. If you are experiencing any of the following symptoms please inform our staff immediately:

- Chest pain
- Difficulty breathing
- Bleeding
- Convulsions
- Severe vomiting

CANCELLATIONS

If you are unable to keep your appointment we would appreciate it if you could call and notify our receptionist. Our staff can then reschedule your appointment for you. This also allows our receptionists to allocate that time to another patient.

DISCONTINUING CARE

The doctors at this practice have the right to discontinue care at their discretion.

Any inappropriate behaviour which jeopardizes the safety and/or security of patients, staff or visitors will result in prohibition from the practice. If you do not attend more than two pre booked appointments without an explanation deemed appropriate, the General Practitioner has the right to discontinue care.

AFTER HOURS SERVICE

If you require medical care outside our usual opening hours our surgery's telephone number (38796230) will automatically divert you to our afterhour's service. If you would prefer to call Home Doctor Service directly their number is 137425 (13SICK). If there is an emergency please call "000" for immediate assistance.

HOME VISITS

Home visits may be available if required at the discretion of the treating doctor by prior arrangement. A cost may be involved.

TELEPHONE CALLS

If you would like to speak to one of the doctors over the phone, a message can be left with the receptionist with your name, telephone number and reason for your call. Providing the receptionist with as much information as possible helps us assess the urgency of your call. Please inform our staff if this is a medical emergency. Your doctor will return your call at their earliest convenience; we aim to return calls within 24/48 business hours.

EXTRA ASSISTANCE

If extra assistance is required with communication we can arrange an Interpreter Service (T.I.S) for you. This needs to be arranged and booked prior to your appointment so please inform reception ahead of your appointment time. The National Relay Service can be utilized for phone calls if you are hearing impaired.

TESTS AND TEST RESULTS

If a doctor refers you to another doctor, or for tests or investigations, it is your responsibility to ensure these are done and the results followed up as advised. For tests and investigation results, a consultation with your doctor is the preferred means to receive your test results. This provides you with the time to discuss your results and any questions you may have arising from them. The appointment is also an opportunity for related preventive health care. Otherwise you may call for your results and the reception staff can relay a message left for you by your doctor about your results. If further discussion is required please call to make an appointment to discuss these.

If your contact details change (for example your address or phone number) it is your responsibility to inform us of these changes.

RECALLS AND REMINDERS

Richlands Medical Centre uses a recall system to remind you when clinical issues are due for review. We consider this an excellent opportunity to manage your health while you are well. Recall and reminder systems are used for chronic conditions such as Diabetes and Ischaemic Heart Disease, as well as in preventive health care such as for when Pap Smears, Immunisations and cholesterol checks are due. We may contact you via mail or telephone. If you do not wish to be included in this service please advise your doctor.

REFERRALS AND REPEAT PRESCRIPTIONS

Please make appointment to see your doctor for referrals and repeat prescriptions. Back dated referrals will not be provided. In exceptional circumstances, if pre-arranged with the doctor, repeat prescription or a referral for an ongoing condition may be done by the doctor without being seen for a fee of \$5. This is done at the discretion of the treating doctor who may prefer for you to be seen in a consultation for the request. There is a minimum of 24/48 business hours required for this request to be processed.

FEE POLICY

Richlands Medical Centre is happy to offer bulk billing to Medicare for all eligible consultations to those who hold a current Medicare card.

Overseas visitors/travelers, overseas students - \$65 (may vary depending on the type of consultation)

Commercial Driver License
Fee of \$150 + GST = \$165

Pre-employment Medical
Standard (Basic medical with basic urine test)
Fee \$187

Workcover fee standard \$75

We request Workcover fees to be paid upfront until you have a claim number from Workcover.

FEEDBACK / COMPLAINTS

At Richlands Medical Centre we welcome any of your comments and/ or suggestions to help improve our service to you. If you are unhappy with any aspect of the service you receive, please feel free to raise this with our Practice Manager; Olivia Watt, one of our receptionists or our doctors, in person or in writing. We will review all complaints and endeavor to respond promptly and thoroughly.

If you feel your complaint has not been managed adequately contact the Office of the Health Ombudsman (133 646).

PRIVACY POLICY

As per the Privacy Amendment (Notifiable Data Breaches) Act 2017, all information obtained by Richlands Medical Centre is treated as sensitive information. All patient records and information are handled and stored to protect the privacy of our patients. Your information can be shared with other health care professionals/ members of your health care team. You have a right to access the information held about you. If you would like a full copy of our Privacy Policy please ask our Receptionists.