

Address: Level 2, 90-94 Oxford Street, BULIMBA QLD 4171
Phone: 07 3399 1100
Website: www.bulimbadermatology.com.au

Information for Patients

Thank you for attending Bulimba Dermatology Specialist Skin Care Centre.

This information sheet provides important information regarding this practice. Our aim is to provide you with the highest standard of care and our team will strive to make you as comfortable as possible during your visit. If at any time we fail to meet your expectations, please let our staff know. We will always try our best to meet your expectations and we welcome your questions and feedback.

Please visit our website at www.bulimbadermatology.com.au for further information.

Our Location

Bulimba Dermatology is located on Level 2, 90-94 Oxford Street, Bulimba, directly opposite Bulimba Memorial Park on Oxford Street.

Parking

Free street parking is available nearby and a limited number of car parking spaces are provided onsite. The Bulimba Ferry terminal is less than 400 metres away and a Brisbane City Council Translink bus stop is located immediately in front of our practice.

Opening hours Monday to Friday, 7.30am - 4.30pm

Appointments

Appointments can be made by phoning us directly or through our website at www.bulimbadermatology.com.au.

Every effort will be made to accommodate your preferred time and date. While our doctors always strive to keep as close as possible to scheduled appointment times, occasionally emergencies or more complicated cases demand more time and there may be delays. We apologise for delays and if you are on a tight timeframe, we recommend you phone ahead of your appointment to see how our doctors are running.

Prescriptions, pathology requests, referrals and medical certificates

Reprinting documents such as lost prescriptions, pathology forms and medical certificates for patients takes our staff, including doctors, a significant amount of time. In urgent cases we will try our best to provide replacement documents for you, however, a consultation appointment will generally be required for provision of replacement documents.

Failure to attend scheduled appointments

Failing to attend scheduled appointments may result in a fee being charged. Please let us know as early as possible if you are unable to attend your scheduled appointment.

Our Services

- Skin cancer checks
- Skin cancer treatment
- Laser skin rejuvenation
- Chemical peels
- Facial redness and veins
- Sun damage
- Muscle relaxants
- Hair removal
- pigmentation
- Acne treatment
- Acne scar treatment
- Rosacea
- Excessive sweating
- Psoriasis
- Eczema
- Vitiligo
- Narrow Band UVB therapy
- Hair loss
- Rashes
- General skin care

Fees and billing arrangements

Bulimba Dermatology is a private billing specialist medical practice. We require payment in full at the time of your consultation. Fees can be paid in cash, or by credit card or direct debit.

For surgical, laser and other procedures we will attempt to provide you with an accurate guide to the cost of those procedures. Written quotes will be provided before larger procedures.

During your consultation, your dermatologist may need to perform a skin biopsy to make an accurate diagnosis of your problem or if a skin cancer is suspected. On some occasions, if an early skin cancer is identified during your examination the dermatologist may recommend treating it at the time of consultation. Fees in addition to the standard consultation fees will apply if procedures such as cryotherapy, biopsies and treatment of small skin cancers are carried out during the consultation.

Rebates from Medicare are available for your consultation, skin biopsies, some procedures and for treatment of skin cancers for holders of current Medicare cards.

Your first appointment

Prior to your first appointment at Bulimba Dermatology, we recommend you complete and submit the *New Patient Registration* online form. While this documentation can be completed when you first arrive at Bulimba Dermatology, completing it beforehand does save time and ensures you have the maximum time available for your consultation. We recommend you arrive 10 minutes before your scheduled appointment time as there may be additional paperwork to complete before your consultation.

We recommend you bring the following items to your first appointment at Bulimba Dermatology:

- A current referral
- Copies of any relevant blood tests, biopsy or test results and any other documentation you think may be relevant to your consultation
- Any photographs of your skin problem (where relevant)
- A current Medicare card

If you are visiting Bulimba Dermatology for a skin check, spot check or for a facial skin problem, we recommend you remove your make-up well before the consultation. For a full skin check, you will generally be asked to undress to your underwear. It is not standard practice to examine under the under garments. However, if you have any concerns regarding the skin in these areas, your dermatologist will examine them at your request.

Photographs

Photographs may be taken of your skin during the consultation. This is important in identifying the location of spots and skin cancers for future treatment, and is also valuable in monitoring the progress of your condition over time. We are committed to maintaining your privacy and confidentiality.

Telephone and email

It is generally not possible for our doctors to respond to your phone calls or emails during consultation hours. When phoning our reception, please tell us if it is an emergency or if the dermatologist has asked you to call back at this particular time. If the dermatologist is with a patient, a message will be left for the dermatologist to call you as soon as possible. In many cases, our experienced nursing staff may be able to answer your concerns or questions. There will be no over the phone consultations.

Emails can be sent to our practice email address. Please note however, that medical advice via email is generally not provided.

Getting your results

Our doctors will endeavour to get results to you as soon as possible. The dermatologist will usually advise you when it is likely that results will be available. Urgent results will be notified to patients by the dermatologist or by a nurse if directed by the dermatologist as soon as possible. In many instances, normal results or other non-urgent results will be provided to patients via email. Please advise our staff if you do not want your results sent via email.

On occasion, if results are more significant or more complicated, your dermatologist may request you make another consultation to discuss those results and implement further treatment if required.