

## PRACTICE INFORMATION BROCHURE

### DR GILDA KERT

Dr Kert graduated from the University of Queensland Medical School in 1994. She worked in Townsville and Mt Isa as a junior doctor before travelling overseas to the United Kingdom for further experience in ophthalmology. She worked in the United Kingdom for over 18 months, gaining ophthalmic experience working in the Eye Departments at Singleton Hospital, Swansea (Wales) and the Royal Free Hospital (London).

Dr Kert commenced her formal eye training at the Sydney Eye Hospital in 1999. Later she completed her fellowship at the Western Sydney Eye Hospital, Westmead with subspecialty experience in Oculoplastics and Medical Retina. She returned to Brisbane in 2002 and commenced private practice at the Terrace Eye Centre, Brisbane where she worked for seven years.

In 2008, Dr Kert relocated with her young family and husband to Toowoomba where she established her practice, Darling Downs Eye. The practice opened in August 2008.

Dr Kert is well known in the region as she regularly travelled to Roma for many years, performing eye surgery. She also spent some of her formative years in Stanthorpe where she attended Stanthorpe State High School.

Dr Kert is a general ophthalmologist with areas of interest including complicated cataract surgery and the treatment of macular diseases including diabetic eye disease and macular degeneration.

### FACILITIES

Darling Downs Eye is an ophthalmic specialist practice offering diagnostic and treatment options for diseases of the eye. The practice serves the people of Toowoomba and the greater Darling Downs region. The practice is located at St Andrew's Toowoomba Hospital with convenient access for all patients. The rooms can be easily accessed via a lift and there is free parking in the large carpark situated outside the rooms.

We utilise the latest diagnostic equipment to assess your ocular health and diagnose diseases of the eye including Zeiss Fundal Camera, Zeiss Cirrus OCT (Optical Coherence Tomography), Anterior Segment Camera, Nidek OPD III aberrometer, Zeiss IOL Master, Zeiss Humphrey Visual Field Analyser and OPTOS to name a few.

We have a fully equipped treatment room on site to perform in-rooms operations and procedures. More complex surgery is performed in the operating theatre at St Andrew's Toowoomba Hospital – Day Surgery.

### SERVICES OFFERED AT OUR PRACTICE

At Darling Downs Eye, we are always striving to improve our accessibility and service to you.

Services offered at Darling Downs Eye include:

- Cataract surgery
- Eye lid skin cancer removal and reconstruction
- Glaucoma assessments and reviews
- Medical retina diagnostics and treatments including
  - Intravitreal injections
  - Laser
- Ocular trauma repair and management
- Oculoplastics: Ectropion, entropion, ptosis, blepharoplasties, trichiasis management
- Pterygium surgery

### PRACTICE HOURS

Monday to Friday

8:30pm to 12:30pm

1:00pm to 5:00pm

*Closed weekends and public holidays*

### OUR TEAM

#### Ophthalmologist

Dr Gilda Kert MBBS (QLD) FRANZCO

#### Office Co-ordinator

Vanessa

#### Receptionists

Carmen

Laura

#### Clinical Technicians

Sarah

Melissa

Rebecca

Liela

## MAKING APPOINTMENTS

Appointments can be made by phoning Monday to Friday between the hours of 8:30am - 5:00pm.

All new patients must have a referral from a doctor or optometrist prior to the appointment with Dr Kert. Patients will be emailed or posted information regarding their upcoming appointment with Dr Kert. Where possible, we do ask that you email the completed forms to the practice prior to the appointment – this does save some time.

The reception staff will generally make your next appointments, even if they are a year or two in advance. Reminders will be sent be either SMS or email prior to appointments.

## CONSULTATION & PROCEDURE COSTS

Initial consultation \$170.00

Subsequent consultation \$140.00

All patients are given a quote at the time of making their appointment. If treatment is required during your appointment, for example, YAG laser you will be directed to the front reception desk to discuss the costs with the reception staff. A written quote will be given to you prior to any procedure.

All minor procedures and injections will incur a fee regardless of age and concession card entitlement to help cover the practice costs. We offer EFTPOS facilities and, in most cases, can process your claim with Medicare so you can receive your rebate within 24-48 hours. Please be aware if payment has been made by cheque a delay of 5-10 working days may be incurred as your claim will not be sent to Medicare until cheque has cleared.

Surgical procedures are booked through St Andrew's Hospital either as a day patient or inpatient. Please advise your preference when booking any surgical procedure. Dr Kert will provide you with a written quote for the procedure. Any out of pocket expense is required one week prior to surgery and may be paid either by cash, cheque, EFTPOS or direct deposit into our bank account. You may also make payment over the phone using your credit card. Receipts will be either handed to you after surgery or posted.

If insured, please contact your Health Fund to confirm you are covered for your procedure.

You will be requested to contact the St Andrew's Hospital and Downs Anaesthetic Group to check any out of pocket expenses with them.

Please see our Billing Policy which is displayed in the waiting area of the practice.

## MEDICAL CERTIFICATES

If you require a medical certificate for the day of your appointment, please advise the reception staff.

## FORMS

If you have a form that must be completed by Dr Kert, then an appointment is required. This will allow the doctor to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

## TELEPHONE CALLS

If you would like to speak to Dr Kert or our clinical staff, please phone the practice and give the receptionist as much information as possible and a message will be given to the respective person.

It is unreasonable to expect a 'consultation' over the phone and it is unsafe to try and make a diagnosis. All patients will need to make an appointment.

## INFECTIOUS DISEASES

Any patient who think they might have an infectious condition such as chicken pox, or have been overseas and developed a cough, flu or diarrhea are required to notify reception staff prior to their arrival at the practice so they can be isolated from the general waiting room.

## SCRIPTS

If you require a script for eye drops etc. please advise the reception staff. It is preferable that you collect the script in person.

For patients who live outside of Toowoomba, we will post the script to a pharmacist of your choice.

## TEST RESULTS, INVESTIGATIONS AND REPORTS

If you have undergone any tests or procedures the practice staff will ring you with these results.

Our practice is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition.

If you do not wish to participate in this system, please advise Dr Kert or our reception staff.

## ANTI-DISCRIMINATION POLICY

No patient, new or existing will be refused access to medical care from a doctor on the basis of their sex, age, religion, ethnicity, sexual orientation or medical condition. All doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

## YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles available at [www.privacy.go.au/health/index.html](http://www.privacy.go.au/health/index.html)

The Darling Downs Eye Privacy Policy is displayed in the reception area and is available on request.

## FEEDBACK

We value your opinion and welcome any suggestion you have that may improve the service we provide. Please give us your feedback by mail to the above address or speak to Dr Kert or the Practice Manager.

## ACCREDITATION

We are currently the only fully accredited Ophthalmology practice in Toowoomba.



## COMPLAINTS

If you have any complaints about the way the practice manages your information or the way the staff or doctors have treated you, please discuss it with our Practice Manager who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Office of Health Ombudsman below:

Office of Health Ombudsman  
PO Box 13281 George Street  
Brisbane Qld 4003  
Phone: 133 646

## EMERGENCIES

Should you have an emergency and require an ambulance please ring 000.

If you have private health insurance, St Vincent's Emergency is available. Please be aware there is an administration fee payable of \$85.00 over and above the consultation fee.

If you do not have private health insurance, Toowoomba Hospital Emergency Department is available.



## DIRECTIONS TO DARLING DOWNS EYE

Darling Downs Eye is located on-site at St Andrew's Toowoomba Hospital.

- If travelling WEST on North Street, turn LEFT into HOLBERTON Street at the roundabout just before the Hospital
- Turn RIGHT into Hospital **Entrance 3** car park and park your vehicle
- We are located in **Building 5** on your RIGHT (see number 5 on top of building)
- Make your way to the **lift** to access **level 1**. The lift lobby is located in the SE corner of Building 5
- We are located at the end of the corridor on the RIGHT

