



Patient Information

You may wish to read this information before your procedure.

Please ask if you have any questions regarding your procedure.

The Cosmetic Medicine Centre



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Welcome to The Cosmetic Medicine Centre

Our aim is to provide you with a high standard of care in a relaxed and comfortable environment, with minimal inconvenience to your personal and professional schedule.

The Cosmetic Medicine Centre is operated by trained cosmetic medicine practitioners and nursing staff to provide high medical standards.

Our administration team is highly trained, professional and is committed to providing quality service.

Our Mission:

To be a leader in providing up-to-date cosmetic procedures to improve the appearance with exemplary care to all of our clients by a team of dedicated, trained professionals in an environment where everyone feels valued, creating an exceptional experience and fostering lasting loyalty.



Key Practice Staff Details

Doctors: **Dr Mary Dingley**
Dr Cathy Gaulton

Practice Manager: **Christine Malone**

Registered Nurses: **Amanda Stowell**
Jean Mowat

Front Desk: **Kim Giveen**
Lynette Miller

Patient Care **Florencia Diaz**

Practice Hours

Monday	8.00am – 5.00pm
Tuesday	8.00am – 7.30pm
Wednesday	8.00am – 5.00pm
Thursday (most)	8.00am – 5.00pm
Friday	8.00am – 5.00pm
Saturday (most)	8.00am – 1.00pm



Registered Nurses Treatment Times

Monday	7.30am–3.30pm
Tuesday	7.30am–7.30pm
Wednesday	7.30am–3.30pm
Thursday	7.30am–4.30pm
Friday	7.30am–5.00pm
Saturday	7.30am–12.30pm

Telephone Enquiries

Monday–Friday 8.00am–5.00pm

Urgent matters will be dealt with immediately where possible. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.



Appointments

Consultation is by appointment only. An appointment is required for prescriptions and referrals.

Appointment Length

Initial consultation length is usually 30 minutes.

Reminder System

Our practice has a system in place where you will be contacted a couple of days prior to your appointment. Please advise if you have a preference as to what method of contact may be used for this purpose.

Prior to Consultation/Treatment

Please advise if you may be pregnant or if you are breastfeeding as there are a number of treatments that cannot be received whilst you are pregnant or breastfeeding.

Non-English speaking patients

Please bring a friend or interpreter to assist with translation of consultation and treatment details if required.

Procedure information and instructions

Information detailing your treatment will be conveyed to you by the doctor or registered nurse. If applicable, a post-treatment sheet will be given to you immediately following your treatment by the doctor, nurse or reception staff. These remind you of the possible expected outcomes after your treatment and also any after-care you need to undertake. If you have any questions, please contact this practice.

Before Treatment

Referrals

To see the doctor, a referral is not necessarily required for most treatments. However, if you do have a referral from a specialist or your general practitioner, it is important to bring this referral with you at the time of consultation so that the doctor can communicate with the referrer and necessary Medicare or PBS documentation can be completed.

Medical, surgical and family history

You will be asked to complete a Patient Evaluation Sheet detailing these histories at your first physical contact with us. This is needed to ensure your appropriate care.

The Day of your treatment

What to wear

Depending on your treatment, the following may apply:

Type of Treatment	Preparation
Trinity/Fraxel/ Thermage	Wear clothing that allows easy access to the area being treated and ensure this clothing is not your best, as some creams are oil based and may be difficult to remove from clothing.
CO ₂ Fraxel/PDL/Diolite/	Wear clothing that allows easy access to the area being treated.
Laser Hair Removal/ Thermage	Wear clothing that allows easy access to the area being treated and ensure this clothing is not your best, as the gel used in this treatment may temporarily mark the clothing.

Please make sure that your area of concern is clean and make-up free so the doctor can give you a correct assessment and recommendation. If you arrive wearing make-up, don't worry, we have facilities to remove this and reapply afterwards if appropriate.

If you are booked in for a procedure that requires a form of topical anaesthetic cream to be applied, it will be necessary to remove any make-up, sunscreens etc. before its application. A staff member will then accompany you from reception to a small waiting room where they will make you comfortable and apply the cream as required.



At your consultation, you will receive information regarding the procedure and prior to any treatment, you will be asked to affirm your consent to the procedure by signature. It is your right to request further details or clarification of your procedure, or to cancel at any time.

Treatment Durations

How much time to allow?

Individual times may vary. These times are a **guideline** only and more in-depth discussion about the times required will be given at initial consultation.

Treatment	Duration	Preparation
Initial Consultation	30 minutes	Nil
Diolite / Pulsed Dye Laser	15 – 30 minutes	Nil
Fraxel laser	15 – 30 minutes (depending on size of area, larger areas will take longer)	90 minutes
CO ₂ Fraxel Laser	30 – 60 minutes (depending on size of area)	120 minutes
Medlite laser	15 - 30 minutes	Nil
Erbium laser	15 – 60 minutes (depending on size of area)	Nil
Dermal Fillers	30 minutes	30 minutes
Botox injections	15 minutes	Nil
Microdermabrasion	30 minutes	Nil
Areolar Tattoo	30 minutes	Nil
Photodynamic Therapy	From 2 hours	Nil
Lipolysis Injection	30 minutes	Nil
Thermage	45 – 120 minutes (depending on size of area)	Nil
Trinity	30-60 minutes (depending on size of area)	30 minutes
SRA	30-45 minutes (depending on size of area)	30 minutes

Your Rights and Responsibilities

You have the right to

- receive a clear explanation as to why the treatment is considered appropriate;
- receive an explanation of the expected outcomes, risks and side-effects of the treatment or treatments, and an explanation of other treatment options;
- discuss any matter regarding your health or care which you feel relevant
- bring an interpreter if you do not understand English well;
- have time to consider the proposal or discuss it with a relative, friend or helper;
- have a second medical opinion and the right to consent, refuse or withdraw consent at any time without prejudicing your relationship with your medical advisor;
- know that you should receive treatment and service of the highest quality and be informed before your procedure of the likely out-of-pocket expenses to you;
- know that your personal medical details and identity are treated as strictly confidential;
- know that you will be treated with courtesy and have your ethnic, cultural and religious practices respected.

Your Responsibilities

To obtain the best result from your treatment, you do have certain responsibilities. These include simple courtesies and actions to assist those who are caring for you. You should provide accurate and complete information about your present health, past illnesses, previous surgeries or cosmetic treatments, allergies, any medication, etc. You have the responsibility to ensure that proper provision is made for your transport home should you require sedation.

Financial Information

Payment may be made by cash, cheque, EFTPOS or credit card (Mastercard, Visa or American Express). Consultation fee structure will be provided when booking. If a treatment is considered, accurate costs cannot be provided prior to consultation although a range of possibilities may be presented. Accurate costings will be given at consultation, prior to any treatment being performed.

If a biopsy or excised tissue is sent for pathology you will receive another account from a pathology service provider.

After Your Treatment

Test Results

Patients awaiting test results will be given this information as soon as it becomes available and contact can be made.



Advice on Making a Complaint

You have the right to express an opinion or make a reasonable complaint about treatment you have received. If you wish to make a complaint, you should discuss the matter with the doctor or nurse involved. If you are not satisfied with the response, please put your complaint in writing detailing the problem to The Practice Manager, so that we can address your concerns and resolve the issue. If you feel that the issue cannot be resolved, you may contact the Queensland Health Quality and Complaints Commission.

Privacy Policy

This practice complies with the Privacy Act 2001. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized staff members. Patients attending this practice are required to sign a consent form authorising release of information to a 3rd party health provider involved in their care. All other information release will require further consent.

The full privacy policy of The Cosmetic Medicine Centre is displayed in our waiting areas and on our website for your perusal. If you have any queries, please feel free to discuss them with our Practice Manager.

