



### OUR GP SERVICES AND SPECIALITIES

EliteMed offers our clients a wide range of professional medical services. Call our friendly staff for an appointment.



Women's Health



Men's Health



Children's Health



Antenatal Care



Antenatal Ultrasounds



Health Assessments



Annual Health Checks



Immunisations



Care Planning



Minor Surgery



Mental Health



Work Cover



PRP Injections



Cosmetics



Gold Coast Bio-identical Hormone Clinic



### OPEN HOURS

MONDAY 9AM - 5PM  
 TUESDAY 9AM - 5PM  
 WEDNESDAY 9AM - 5PM  
 THURSDAY 9AM - 5PM  
 FRIDAY 9AM - 5PM



### AFTER HOURS & HOME VISITS

Medical assistance is available after hours through the National Home Doctor Service.

**PHONE 13 74 25**



### EMERGENCIES

Please call Triple Zero (000) or attend the nearest hospital in an emergency. The nearest hospital to the centre is: Gold Coast University Hospital 1 Hospital Lane, Southport QLD 4215.



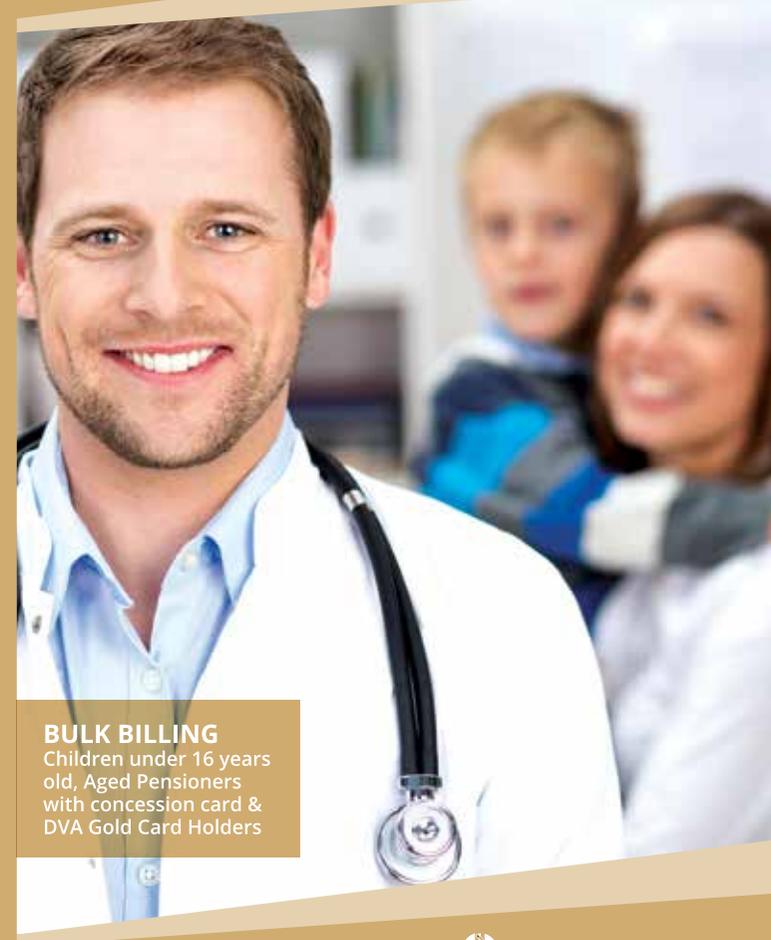
### TRANSLATOR SERVICES

For patients with language difficulties a telephone translator service can be arranged on 131 450. For patients with hearing difficulties an Auslan interpreter can be arranged on 1300 287 526. Please advise the receptionist if you think this might be needed.



# ELITEMED

YOUR FAMILY MEDICAL CENTRE



### BULK BILLING

Children under 16 years old, Aged Pensioners with concession card & DVA Gold Card Holders



## ELITEMED

Westfield Coomera, Shop 1108,  
Foxwell Road, Coomera, 4209



MEMBER OF THE AMA

BOOK ONLINE 24/7  
[WWW.MEDICROSS.COM.AU/ELITEMED](http://WWW.MEDICROSS.COM.AU/ELITEMED)



## PATIENT INFORMATION

Elite Med Family Medical Centre aims to provide comprehensive coordinated healthcare services, promoting health and wellbeing as well as managing illness.

Our GPs are independent clinicians and are responsible for all decisions regarding patient medical treatment and healthcare.

We have a dedicated team of both male & female doctors.



### CONSULTATIONS

Most consultations are standard consultations. A full schedule fee of other fees are available upon request.



### BOOKED APPOINTMENTS

Our medical centre operates on an appointment and walk-in basis. Please phone (07) 5570 7777 to book an appointment or book online at [www.medicross.com.au](http://www.medicross.com.au)



### URGENT APPOINTMENTS

Urgent appointments will be seen by the next available GP. Please advise reception if you believe you require an urgent appointment. Urgent appointments will be triaged by the nurse on duty.



### WALK-INS

Walk-ins are accepted, however there may be an unavoidable wait as **priority is given to patients who have a booked appointment with their GP**. All patients should present to reception with their current Medicare Card. At times you may experience a waiting period due to GPs tending to urgent or complex medical issues. We apologise for any inconvenience and appreciate your understanding.



### FEES & PAYMENT POLICY

Elite Med Family Medical Centre is a **mixed billing practice** and we offer **bulk-billing to children under the age of 16 years old, aged pensioners with a concession card and DVA gold card holders**. Fees may vary due to the length and complexity of a consultation and are **determined by the GP**. Many complex services such as health assessments and management plans are also bulk billed. **Payment of fees is required at the time of consultation.**

We have **EFTPOS facilities** and accept Mastercard and Visa. Our staff, through our Medicare Ezyclaim and on-line services, are happy to lodge your Medicare claim enabling rapid rebates. Medicare offices are located in Ashmore and Southport.



### PRIVACY POLICY

(Management of Patient Health Information)

Our medical centre complies with all confidentiality and privacy obligations. Please refer to our Privacy Poster, or request a copy from reception. Our privacy policy is also online at [www.medicross.com.au](http://www.medicross.com.au)



### PATIENT FEEDBACK & COMPLAINTS

We value your feedback. Should you have a concern please speak with our Practice Manager. Alternatively feedback can be provided via email [elitemedpm@medicross.com.au](mailto:elitemedpm@medicross.com.au) or via forms available at reception. Complaints can also be made to the Office of the Health Ombudsman QLD, [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au) or phone 133 646.



### RECALL/REMINDER SYSTEM

Our centre participates in the national, state or territory directory reminder systems, and centre specific reminder systems, which inform you of recurring healthcare issues such as annual checkups, care planning and immunisations. Please advise reception if you do not wish to receive reminders. Patients will be contacted for recall where clinically indicated.



### TELEPHONE POLICY

Most issues are best dealt with in consultation with your GP who will endeavour to take your call where practical. At times, your GP may be attending to other patients and may need to return your call. **Please inform our reception staff if your call is urgent.**



### TEST RESULTS & REFERRALS

Test results can be obtained in a booked consultation or we will arrange a mutually convenient time to call you with your results. Referrals to specialists must be made during a consultation and **will not be provided from a phone request.**

In unavoidable circumstances GPs may provide repeat referrals or scripts, however this is done at the GP's discretion and may attract a fee.