

INTERPRETER SERVICE

Whatever your preferred language; we can help you organize an interpreter to assist with any language barrier. Medicross Greenbank uses the Telephone Interpreter Service 1300 131 452 when we required.

We can organise an “over the phone” service or with 48 hour notice an “on site” service. We also provide a service for our hearing impaired patients.

AGGRESSIVE BEHAVIOUR

Verbal and/or physical abuse toward our staff is not tolerated and any patient displaying inappropriate behaviour will be asked to leave. The patient may also be banned from the practice at the discretion of the practice manager or Doctor.

AFTER HOURS CARE

Our after-hours medical service is provided by National Home Doctor Service; they are a fully accredited service. Their direct number is:

13 SICK/ 137525

Home visits are available in special circumstances. Please discuss these options with reception staff and your Doctor.

PATIENT FEEDBACK

Our goal is to provide a quality and professional service in a comfortable and caring environment. We are happy to hear from you- should you have any concerns or suggestions, please telephone, write or email attention of Kristina Hepburn, Practice Manager.



We believe that your concerns are best dealt with through the practice or, alternatively head office. However if we are unable to assist, you may prefer to contact the:

Office of the health Ombudsman
PO Box 13281 George St, Brisbane 4003
Ph:133 646 Email: info@oho.qld.gov.au

Our Staff

We have a number of Vocationally registered General Practitioners listed below.

GENERAL PRACTITIONERS & INTERESTS

Dr Abtin Rad-Skin Cancer, complex health issues, Geriatric and Mental Health.
Dr Rosco York - Chronic Conditions, Men’s Health, Gynaecology
Dr Amrita De Zoyza – Women’s Health.

Practice Staff

Practice Manager- Kristina Hepburn
Receptionists- Kristine, Selina and Allie
Practice Nurses- Nat, Jane and Amy

Allied Health Services

Podiatrist- Maryam (Thursday 9am-4pm)
Dietitian- Jessica (Wednesday fortnight 9am-4pm)
Physiotherapist- Sandeep (Monday 8am-12pm)
Diabetes Educator- Deb Foskett (Monthly Fri)



MEDICROSS GREENBANK PRACTICE INFORMATION SHEET

Feb 2023

Shop 14, Greenbank Shopping Centre
Cnr Teviot Road & Pub Lane
Greenbank QLD 4124

Phone: 3200 0197

Fax : 3200 0922

Email:

greenbank@medicross.com.au

www.medicross.com.au

Opening hours:

Monday to Friday 7am till 4pm
Saturday & Sunday Closed

Health Advice Hotline:

13HEALTH (13 432584)

IN THE EVENT OF AN EMERGENCY

DIAL 000

OUR SERVICE

This Medical Centre is merely the place where the services of independent doctors are provided and that the operating entity merely provides facilities for the use of the independent doctors.

Our General Practitioners have many years' experience across a broad range of health disciplines. We also have visiting allied health practitioners which allow us to offer you a multi-disciplinary approach to your health.

Family Medicine	Women's Health
Immunisations	Diabetes Educator
Chronic Disease	Dietitian
Skin Check	Health Assessments
Mental Health	Minor Procedures
Employment Medicals	treatment Room

At Medicross Greenbank we value the opportunity for patients to participate in all decisions regarding their health care.

APPOINTMENTS

Patients must make an appointment to see a doctor. If you have more than one health concern or a complex issue to discuss, please request a longer appointment at the time of booking. Same day appointments are available for urgent cases. A separate appointment must be made for each family member. Appointments can be made in person, over the phone or online. Walk-ins welcome, please be aware wait times may vary.

REPEAT PRESCRIPTIONS, REFERRALS, CERTIFICATES AND RESULTS

In order to monitor your health, maintain confidentiality, fulfil our ethical responsibilities and fellow Medicare guidelines, we require that you make an appointment with the Doctor. Our practice engages with Community

Health Centres, Allied Health and Specialists. To organise a referral for any of these services please make an appointment with one of your doctors.

FAILING TO ATTEND WITHOUT NOTICE

Patients who fail to attend two appointments without notice may incur a \$70 fee and will be unable to make any further appointments until the account is paid.

BILLING ARRANGEMENTS

Medicross Greenbank is a mixed billing practice. Patients who are under 16 years of age, have a pension or concession card will be bulk billed.. Patients without a valid Medicare card will be charged a fee at the time of consultation.

Standard consult: \$75

Employment, commercial Driver Medicals and other medicals are not covered by Medicare and will incur a private fee. Some procedures are also privately charged. Please check with our friendly reception staff for fees.

WAITING TIMES

Nobody likes to be kept waiting; our staff understands this and endeavour to manage all appointments as punctually as possible. However due to the unpredictable nature of a medical practice- Doctors do frequently run behind time. We regret any inconvenience caused due to these delays. Please feel free to contact the surgery staff to confirm whether your doctor is running on time BEFORE you arrive for your appointment. Please note that if you are late for an appointment it is at the discretion of the doctor as to whether you will still be seen.

COMMUNICATION POLICY

Our independent medical practitioners at Medicross Practice' Policy on receiving and returning phone calls and electronic communication may vary. All urgent phone and electronic communication are given to the practice registered nurse on duty to triage and follow up with the individual Medical Practitioner concerned. All non-urgent patient communication with our independent Medical Practitioners is passed on by our reception team. All Correspondence is triaged to ensure the information is given to the appropriate staff member or independent Medical Practitioner in a timely matter.

RECALL AND REMINDER SYSTEMS

To obtain results you must make an appointment to see your doctor. A Practice staff member may contact you to advise you that your results have returned and the doctor requires you to attend for the results. In adherence with our privacy policy results will not be given out over the phone.

As part of our commitment to preventative health, patients may receive letters to remind them they are due to attend the surgery for a follow up appointment. Medicross Greenbank also participates in national and state-based reminder systems such as Pap smear and Immunisation registers. If you do not wish to participate in these reminder systems please notify reception.

PRIVATE POLICY

This practice is committed to maintaining the confidentiality of your health information and has protocols in place to safeguard your privacy. All employees are required to sign a confidentiality agreement upon commencement of employment and all computers are password protected. Your medical information is confidential and will not be shared with any third party without your consent. For more information on privacy please obtain a copy of our privacy policy from reception.