

## OUR SERVICES

Our General Practitioners have many years' experience across a broad range of health disciplines.

Family Medicine	Women's Health
Immunisations	Chronic Disease
Care Plans	Skin Checks
Health Assessments	Skin Cancer Excisions
Mental Health	Iron Infusions
Minor Procedures	
Treatment Room	
Pre-Employment Medicals	

Allied Health Services include; Physiotherapist, Dietitian, Exercise Physiologist. Check availability with reception.

## APPOINTMENTS

Consultation is by appointment. 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 and online.

## REPEAT PRESCRIPTIONS, CERTIFICATES & RESULTS

In order to monitor your health, maintain confidentiality, fulfil our ethical responsibilities and follow Medicare guidelines, we require that you attend your doctor for results, medical certificates, letters and repeat prescriptions.

## REFERRALS

Medicross Rochedale provides comprehensive and continuous care in all aspects of General Medicine. However, there are instances when a referral to Consultant/Specialist doctor is required. Your doctor will discuss this with you. Referrals cannot be made without a consultation.

## HOME VISITS

Home visits may be arranged after consultation with the patient's regular doctor.

## BILLING ARRANGEMENTS

Medicross Rochedale is a mixed billing practice. Patients under the age of 12 years and over 75 years will be bulk billed Private patients will be charged a fee at the time of consultation, discount fees available for teenagers and concession card holders. Employment and Commercial Driver Medicals are not covered by Medicare and will incur a private fee.

Private Patients Standard Consult	\$80.00
Private Patients Long Consult	\$126.00

See fee list at reception for full billings.

## WAITING TIMES

Nobody likes to be kept waiting. Our staff understand 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 our 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.

## TELEPHONE CALLS AND COMMUNICATION WITH DOCTORS

Due to time constraints, doctors are not able to take non-urgent phone calls from patients and cannot always return phone calls. It is preferred that patients make an appointment to discuss any concerns with a doctor in person. In some cases, the receptionist will take a message and returning your call will be at the discretion of the doctor. Urgent phone calls will be put through to the doctor or nurse on duty. Emails will be managed and responded to as received.

## 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. Patients are advised to inform reception of any privacy concerns regarding phone calls.

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 Rochedale also participates in national and state-based reminders systems such as the Pap smear and Immunisation registers. If you do not wish to participate in these reminder systems please notify reception.

## 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.

## PRIVACY 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.

## INTERPRETER SERVICE

Whatever your preferred language; we can help you organize an interpreter to assist with any language barriers. Medicross Rochedale uses the Telephone Interpreter Service 1300 131 450 when required. We can organise an "over the phone" service or with 48 hours notice an "on site" service.

We also arrange interpreters through the National Auslan Interpreter Service, for our hearing-impaired patients.

## **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/ 13 7425 or 3831 9999. Please remember to telephone 000 for immediate attention in the event of a medical emergency.

## **PATIENT RIGHTS**

Patients who have doubts about treatment or procedures explained to them have the right to talk to their general practitioner and seek a second opinion.

## **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 to:

Rebecca Haley Practice Manager  
Medicross Rochedale  
Shop N9, Rochedale Shopping Village  
Rochedale QLD 4123

**Telephone:** 07 3341 2791

**Fax:** 07 3841 0711

**Email:** [rochedalepm@medicross.com.au](mailto:rochedalepm@medicross.com.au)

**Please note:** All formal complaints must be in writing before they can be addressed.

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

### **Office of the Health Ombudsman**

PO Box 13281 George Street, Brisbane Qld 4003

**Phone:** 133 646 **Email:** [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

<http://www.oho.qld.gov.au>

## **OUR STAFF**

### **Practice Doctors**

**Dr Sanazsadat Hejazi (MD, AMC Cert, FRACGP)**

**Dr Johana Kortoci (MBBS, MRCGP, FRACGP)**

**Dr Lily Chai (MB Shanghai)**

**Dr Lourens Steenberg (MBChB, CCFP, FRACGP)**

**Dr Dariush Ghahramanipour (MD, FRACGP)**

### **Practice Nurse**

**Danika Van Niekerk EN**

**Sarah Churton EN**

**Alana Kerr EN**

**Practice Manager Bec Haley**

**Receptionists Allison  
Erin  
Melinda  
Rebecca**

### **Allied Health Services**

**Dietitian Aleksa Gagic**  
**Exercise Physio Mohanned Chouchane**  
**Physiotherapist Cameron Ho**



# **MEDICROSS ROCHEDALE PRACTICE INFORMATION SHEET**

Shop N9, Rochedale Shopping Village  
549 Underwood Road  
Rochedale, QLD 4123

Phone: 07 3341 2791

Fax: 07 3841 0711

[www.medicross.com.au](http://www.medicross.com.au)

### ***Opening hours:***

**Monday: 8:00am – 5.00pm**  
**Tuesday: 8:00am – 5.00pm**  
**Wednesday: 8.00am – 5.00pm**  
**Thursday: 8:00am – 5.00pm**  
**Friday: 8:00am – 4.00pm**  
**Saturday: CLOSED**  
**Sunday: CLOSED**

### **AFTER HOURS**

Home Doctor Services: 13SICK -137425  
Health Advice Hotline: 13HEALTH (43 25 84)

**IN THE EVENT OF AN EMERGENCY DIAL 000**