

## OUR SERVICES

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

Family Medicine	Women's Health
Immunisations	Chronic Disease
Skin Checks	
Health Assessments	Mental Health
Dietetics	Minor Procedures
Treatment Room	
Pre-Employment Medicals	

## 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 or online. Walk-ins welcome however please be aware these are triaged and wait times may vary.

## 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 Helensvale 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 Helensvale is a mixed billing practice. Bulk billing available; please ask reception at time of appointment. Patients who present with a current DVA card, Health Care or Pension Card will be bulk billed for eligible services. 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	\$135.00
Employment & Commercial Driver Medical Forms	from: \$130.00
Fees Apply for Additional services	

## 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 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. Phone consults are available if you have had a Face-to-Face appointment in the last 12months.

## 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. 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 Helensvale 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 Helensvale 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 the National Home Drs Service; they are a fully accredited service. Their direct number is 137425. 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:

Practice Manager  
Medicross Helensvale  
3 Sir John Overall Drive  
Helensvale, QLD 4212  
**Telephone:** 07 5573 2122  
**Fax:** 07 5573 1649  
**Email:** [helensvalepm@medicross.com.au](mailto:helensvalepm@medicross.com.au)

**Please note:** All formal complaints must be in writing before they can be addressed. **Emails will be managed and responded to as received**  
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 Health ombudsman**  
400 George St, Brisbane City QLD 4000  
Phone: 13 36 46  
[info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

## OUR STAFF

### Practice Doctors

Dr Dan Phythian, MBChB, MRCGP, FRACGP, BSc (neuro)  
Dr Zoe Fletcher MD, FRACGP  
Dr Luisa Busato, MD, FRACGP  
Dr Neil Cavanagh MD, FRACGP

<b>Practice Manager</b>	<b>2IC</b>
Kylie Reid	Julie

<b>Practice Nurses</b>	<b>Receptionists</b>
Nelarda	Tracey
Sarah	

### Allied Health Services

Please ring reception on 5573 2122 for availability of these services.

### Dietician – Eat Smart Nutrition

Please make an appointment with reception. Bulk billing available for patients with eligible care plan.



## MEDICROSS HELENSVALE

## PRACTICE INFORMATION SHEET

3 Sir John Overall Drive  
HELENSVALE, QLD 4212

Phone: 07 5573 2122  
Fax: 07 5573 1649

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

**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.**

### Opening hours:

Monday, Tuesday & Thursday:	8:00am - 7.00pm
Wednesday & Friday:	8.00am - 5.00pm
Saturday:	Closed
Sunday:	Closed
Public Holidays:	Closed

### AFTER HOURS

National Home Doctor Service (After Hours):  
13 7425  
Gold Coast University Hospital: 1300 744 284  
Health Advice Hotline: 13HEALTH (43 25 84)

**IN THE EVENT OF AN EMERGENCY DIAL  
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