

## OUR SERVICES

Our General Practitioners have many years' experience 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	Family Planning
Women's Health	Minor Procedures
Immunisations	Drivers Medical
Chronic Disease	Allied Health
Health Assessments	Treatment room
Mental Health	WorkCover
Pre-employment Medical	

## 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. A separate appointment must be made for each family member. Walk-ins are welcome, these appointments will be triaged. Appointments can be made in person, over the phone or via

[www.myhealth1st.com.au](http://www.myhealth1st.com.au)

## REPEAT PRESCRIPTIONS, REFERRALS, CERTIFICATES & RESULTS

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

## FAILING TO ATTEND WITHOUT NOTICE

Patients who fail to attend their appointment without notice may incur a \$70.00 fee and at the discretion of the Practice Manager and/or GP and will be unable to make any further appointments until the account is paid.

## BILLING ARRANGEMENTS

Medicross Upper Coomera is a Bulk Billing Clinic for all persons who hold a valid Medicare Card.

Non Medicare Card Holders;  
**Standard Consult** \$70.00  
**Long Consultation** \$120.00

A fee does apply for the following;

Employment/Commercial Driver Medical \$165.00  
Failing to attend without notice fee \$70.00  
Procedures will incur an out of pocket cost and will be discussed upon booking.

Please speak with reception to check your eligibility for our Bulk Billing services.

## WAITING TIMES

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

## COMMUNICATION POLICY - TELEPHONE CALLS, EMAILS AND COMMUNICATION WITH DOCTORS

It is Practice Policy that patients make an appointment to discuss any concerns with doctor in person. In some cases, the receptionist will take a message and returning your call/email will be at the discretion of the doctor. Urgent phone calls and electronic communication will be put through to the doctor or nurse on duty. All non-

urgent electronic communications are addressed by our admin staff within a 24hours business hours.

## 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 Coomera 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.

## 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 barriers. Medicross Upper Coomera uses the TIS National Interpreter Service 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.

#### **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/HOME VISITS**

If you require out of hours' treatment, please contact the National Home Doctors Service on 13 74 25. Home visits are available in special circumstances. Please discuss these options with the reception staff or your doctor

#### **PATIENT FEEDBACK**

Our goal is to provide 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:

Karli Luke, Practice Manager  
Upper Coomera Medical Centre  
River Meadows Shopping Centre  
Cnr Reserve & Hargraves Road  
**Telephone:** 07 5561 8744 **Fax:** 07 55806571  
**Email:** uppercoomerapm@medicross.com.au

**Please note:** All formal complaints must be in writing before they can be addressed;  
uppercoomerapm@medicross.com.au

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 Ombudsmen:**

400 George Street, Brisbane  
Phone: 13 36 46  
[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

#### **OUR STAFF**

##### **Practice Doctors**

Dr Ishtiaq Rashid MB BS FRACGP  
Dr Ali Shah MB BS FRACGP  
Dr Fazal Karim MB BS FRACGP HDM AMC Cert  
Dr Muhammad Rehman MBBS FRACGP

##### **Practice Manager**

Karli Luke

##### **Acting Practice Manager**

Jemma Lunson

##### **Practice Nurses**

Brittany  
Jenelle

##### **Reception**

Irene  
Kara

##### **Allied Health Services**

Psychiatrist  
Dietician  
Physiotherapist

## **UPPER COOMERA MEDICAL CENTRE PRACTICE INFORMATION SHEET**

River Meadows Shopping Centre

Cnr Reserve & Hargraves Road  
Upper Coomera QLD 4209  
Phone: 07 5561 8744  
Fax: 07 5580 6571  
[www.medicross.com.au](http://www.medicross.com.au)  
[www.hotdoc.com.au](http://www.hotdoc.com.au)

Monday: 8:00am – 5.00pm  
Tuesday 8.00am – 5.00pm  
Wednesday: 8.00am – 5.00pm  
Thursday: 8.00am – 5.00pm  
Friday: 8:00am – 5.00pm  
Saturday: 9:00am- 1.00pm  
Sunday: 9:00am – 1.00pm  
Public Holidays: Hours may differ

#### **AFTER HOURS**

National Home Doctor Service: 137425  
Gold Coast Hospital: 1300 744 284  
Health Advice Hotline: 13HEALTH (43 25 84)  
**IN THE EVENT OF AN EMERGENCY DIAL 000.**