

## **OUR SERVICES**

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
Antenatal Care	Iron Infusions
Immunisations	Chronic Disease
Skin Checks	Health Assessments
Mental Health	Minor Procedures

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 GP. 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 booked by phone, through the HotDoc App or online at [www.medicross.com.au/greenbank](http://www.medicross.com.au/greenbank). Walk-In appointments are not available.

## **REPEAT PRESCRIPTIONS, REFERRALS & CERTIFICATES**

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

## **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 GP.

## **INTERPRETER SERVICE**

If you require an interpreter this can be arranged for you with TIS National, please advise Reception when booking your appointment if you need an interpreter. We also arrange interpreters through the National Auslan Interpreter Service, for our hearing-impaired patients.

## **BILLING AND FEES**

Medicross Greenbank is not a bulk billing practice. A fee will be charged for most appointments. You may be privately billed even if you have previously been bulk billed. You will be privately billed (including children, concession & pension card holders) if:

- \* You are a new patient
- \* If your appointment is not with your usual GP
- \* If you are not a current active patient

**Standard Consult                      \$78 (rebate \$42.85)**

**Long Consultation                      \$125 (rebate \$82.90)**

Employment Medicals, Commercial Driver Medicals and other medicals are not covered by Medicare and will incur a private fee with no Medicare rebate. Procedures are also privately charged. Please check with our friendly reception staff for fees. The following services will be bulk billed with a valid Medicare card:

Chronic Disease Care Plans      Health Assessments  
Childhood Immunisations

## **CANCELLATION & NO-SHOW POLICY**

Appointments are in high demand and we are generally fully booked with a wait list for cancellations. When a patient doesn't attend an appointment, it means another patient that could have had an appointment, has missed out. Please be respectful of other sick patients waiting for care and give cancellation notice if you cannot attend. As a courtesy, we send reminders to you before your appointment to give you every opportunity to cancel or reschedule. If you miss your appointment without notice a No-Show fee of \$70 will be charged and will need to be paid before booking any future appointments. Repeated No-Shows or same-day cancellations may result in the patient being asked to transfer their care to another clinic.

## **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 – GPs 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 GP 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 GP as to whether you will still be seen.

## **RESULTS**

All results are reviewed by your GP. If an urgent appointment is required your GP or our Practice Nurse will contact you. If a non-urgent appointment is required you will receive an SMS to advise you to make an appointment. If your results are normal and require no action you will not usually be contacted. You can contact Reception to find out if an appointment is required. Copies of your results can be requested from your GP once they have been reviewed, and discussed if necessary.

## **RECALL AND REMINDER SYSTEMS**

To obtain results you must make an appointment to see your GP. A practice staff member may contact you to advise you that your results have returned and the GP requires you to attend for the results. In adherence with our Privacy Policy results will not be given out over the phone. If the GP requests a non-urgent appointment to discuss results you will receive an sms to advise you.

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 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.

## PAPERWORK & FORMS

Paperwork and Forms of any type will only be completed with prior approval from the GP. Appointment times will vary and an out-of-pocket fee will apply in most cases. Prior to booking please provide Reception with a copy of the paperwork or forms to be completed so that the GP can advise the appointment time and the fee.

## AFTER HOURS CARE

Our after-hours medical service is provided by 13SICK National Home GPs they are a fully accredited service. Their direct number is:

**13 SICK- 13 74 25**

## 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:

Charlotte Bull, Practice Manager  
Medicross Greenbank  
Cnr Teviot Rd & Pub Lane Greenbank  
PH 3200 0197 FX 3200 0922

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

You can also contact Medicross Head Office:

PO Box 555, Sanctuary Cove, QLD 4212.

Complaints can also be directed to The office of the Health Ombudsman:

PO BOX 13281 George Street, Brisbane QLD 4003

Phone: 133 646 [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

## Our Clinic Team

**Dr Abtin Rad**  
**Dr Rosco York**  
**Dr Amrita De Zoysa**

**Independent GP**  
**Independent GP**  
**Independent GP**

**Charlotte Bull**  
**Kristine Flodin**  
**Natalie Johnston**  
**Amy Bergman**

**Practice Manager**  
**Receptionist**  
**Practice Nurse/RN**  
**Practice Nurse/EN**

## Allied Health Services

**Hayley**  
**Maryam**  
**Radhika**  
**Narelle**  
**Leisa**

**Dietitian**  
**Podiatrist**  
**Physiotherapist**  
**Psychologist**  
**Psychologist**

## Qld Pain Clinic

**Dr Marcus Gurgius**

**Pain Specialist**

**Medicross Greenbank provides services and facilities  
for use by independent GPs & Practitioners. All GPs are  
independent of Medicross**



# PRACTICE INFORMATION SHEET

MEDICROSS GREENBANK  
Cnr Teviot Road and Pub Lane  
Greenbank QLD 4124

Phone: (07) 3200 0197

Fax: (07) 3200 0922

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

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

Opening hours:

Monday-Friday: 7am till 4pm

Saturday & Sunday: Closed

Public Holidays: Closed

After hours:

National Home GP Service: 13 74 25

Logan Hospital: 3299 8899

Health Advice Hotline: 13HEALTH

(13 43 25 84)

**IN THE EVENT OF AN EMERGENCY**

**DIAL 000**

*Updated August 2024*