

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
Immunisations
Skin Checks
Mental Health
Employment Medicals**

**Women's Health
Chronic Disease
Health Assessments
Minor Procedures
Treatment Room**

At Medicross Jimboomba 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 or over the phone. Emergency walk-ins welcome, please be aware wait times may vary.

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 attend your doctor 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 one of our doctors.

BILLING ARRANGEMENTS

Medicross Jimboomba is a mixed billing practice. Patients who present with a current concession, DVA card or under 16 will be bulk billed for eligible services. Patients without a valid Medicare card will be charged a fee at the time of consultation.

Private Patients Standard Consult	\$75.00
Before 8AM: Standard Consult	\$95.00

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.

FAILING TO ATTEND WITHOUT NOTICE

Patients who fail to attend two appointments without notice will incur a \$75.00 fee and will be unable to make any further appointments until the account is paid.

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. 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.

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 appointments. Medicross Jimboomba also participates in national and state-based reminders systems such as the Pap smear & Immunisation registers. If you don't 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.

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.

INTERPRETER SERVICE

Whatever your preferred language; we can help you organize an interpreter to assist with any language barriers. Medicross Jimboomba uses the Telephone Interpreter Service 1300 131 450 when required. We can organise an “over the phone” service or with 48 hour 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

Our after-hours medical service is provided by Brisbane After hours Doctors, they are a fully accredited service. Their direct number is:

13 SICK- 13 74 25

Home visits are available in special circumstances. Please discuss these options with reception staff or 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 to:

**Kristina Hepburn, Practice Manager
Medicross Jimboomba**

109-115 Brisbane Street, Jimboomba Qld 4280
PH 5548 8800 FX 5548 8899

Email: jimboombapm@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:

The office of the Health Ombudsman:
PO BOX 13281 George Street, Brisbane QLD 4003
Phone: 133 646
www.hqcc.qld.gov.au

OUR STAFF

We have a number of General Practitioners, both Vocationally Registered (Specialist General Practitioners) and Non-Vocationally Registered (General Practitioners).

Specialist General Practitioners & Interests

Dr Amgad Fahim	Dr Anum Cheema
Dr Shane Murphy	Dr Afshan Hammad
Dr Samuel Ibrahim	Dr Dr Fae Jokardarzi
Dr Evangeline Marzan	

Practice Manager

Kristina Hepburn

Reception Support Staff

Julie Neary
Selina Taylor
Joanna Muir

Practice Nurse

Kirstin Tierney

Please make an appointment with reception. Bulk billing available for patients with eligible care plan.
This medical centre is merely the place where services of independent doctors are provided and that the operating entity merely provides facilities for the use of the independent doctors



MEDICROSS JIMBOOMBA

PRACTICE INFORMATION SHEET

Tenancy 1, 109-115 Brisbane Street Jimboomba QLD 4280

Phone: 5548 8800

Fax: 5548 8899

Email: jimboomba@medicross.com.au

www.medicross.com.au

Opening hours:

Monday – Thursday : 8:00 – 17:00
Friday: 8:00am-16:00
Saturday: 9:00 – 15:00
Sunday: CLOSED

BOOKINGS REQUIRED

Opening times may vary due to Dr availability

Health Advice Hotline: 13HEALTH
IN THE EVENT OF AN EMERGENCY DIAL 000

Updated January 2025