

## **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.

## **AFTER HOURS & URGENT CARE**

**Medicross Greenbank does not provide Emergency Care, Urgent Care or Walk-In Appointments.**

Our after-hours medical service is provided by Hello Home Doctor Service **13 41 00**

Walk in appointments for urgent matters are available at Browns Plains Medical & Dental Clinic.

## **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.

## **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                      \$80 (rebate \$43.90)**

**Long Consultation                    \$125 (rebate \$84.90)**

Please refer to our Fees List for details of all fees.

## **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 ROOM ETIQUETTE**

Please show respect for other patients who may be feeling unwell, and for our staff, by keeping noise to a minimum in the waiting room. We ask that mobile phones and devices be on silent, and phone calls are taken outside.

## **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.

### **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

### **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.

### **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 see our Privacy Policy.

### **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  
Dr Suraya Parvin

Independent GP  
Independent GP  
Independent GP  
Independent GP

Charlotte  
Natalie  
Amy  
Kristine  
Becci

Practice Manager  
Practice Nurse/RN  
Practice Nurse/EN  
Senior Receptionist  
Receptionist

### **Allied Health Services**

Hayley  
Maryam  
Radhika  
Narelle  
Leisa

Dietitian  
Podiatrist  
Physiotherapist  
Psychologist  
Psychologist

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:  
Hello Home Doctor Service  
Logan Hospital: 3299 8899  
Health Advice Hotline: 13HEALTH  
(13 43 25 84)  
Browns Plains Urgent Care Clinic  
07 3380 0150

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

*Updated August 2025*