



Medicross Strathpine
65, 295 Gympie Road, Strathpine 4500
Phone: 07 3881 3828
Fax: 07 3881 2134

Practice Information Sheet

Practice Hours

Monday – Friday 8.00am-5.00pm
Saturday 9am-2pm

After hours

Dial a Home Doctor: 13 99 99
Prince Charles Hospital: 07 3139 4000
Health Advice Hotline 13HEALTH (43 25 84)
Covid-19 Hotline: 1800 020 080

IN THE EVENT OF EMERGENCY

DIAL 000

BOOK YOUR APPOINTMENT ONLINE
www.medicross.com.au

Our Staff

Doctors:

-Dr Marius Bosch (MBCHB, FRACGP)
***General Practice including Paediatrics, Women & Men's Health, Skin Cancer, Skin Checks, Antenatal, General Psychology, Indigenous Health**

-Dr Kambiz Dara (MD, FRACGP)
***General Practice including Paediatrics, Women & Men's Health, General Psychology, Skin Cancer, Antenatal, Indigenous Health**

-Dr Aykari Lynn (MBBS FRACGP)
***General Practice including Paediatrics, Women & Men's Health, Skin Cancer, Skin Checks, Antenatal, General Psychology, Indigenous Health**

Dr Cho Cho Mar (MBBS, MRCP, FRACGP)
***General Practice including Paediatrics, Women & Men's Health, Skin Cancer, Skin Checks, Antenatal, General Psychology, Indigenous Health**

Practice Manager:
Heather Sloan

Practice Nurse:
Stephanie Wynbergen
Bree Hodgkinson

Receptionist:
Liam Rees
Megan Hooper

Daniel Rees
Reyhan Iswariah
Karen Turk

Allied Health Services

Sullivan Nicolaides
Mitchell McDonald

Physiotherapist

For more details and appointments please call
07 3881 3828

After hours

If you need a doctor outside the normal consultation hours, please phone **Dial a Home Doctor after-hours service on 13 99 99**.

For any emergencies, the closest Public Hospital is the Prince Charles Hospital 07 3139 4000.

Health Information and Confidentiality

This practice is committed to maintaining the confidentiality of your health information and has protocols in place to safeguard your privacy. This has been established to ensure that we meet appropriate legal and ethical standards. All staffs are required to sign a confidentiality agreement upon commencement of employment. This protocol is available for your perusal on request.

Appointments

Consultations are by appointment and walk in. Urgent cases will be seen as quickly as possible by the first available doctor. Telephone and Telehealth consultations are available by prior arrangement. If your appointment is anything other than a standard consultation please inform the receptionist at the time you make the appointment.

Please note that this practice is strictly a no-bullying workplace. Any verbal or physical abuse will not be tolerated. Any breach of this policy will result in immediate removal from this practice.

E-Health Records

This is an opt in service. If you would like your information uploaded please see Reception.

Home Visits

Please contact reception regarding Doctors Home Visits.

Forms

If you require a form to be completed by your doctor (e.g. Centrelink), it is necessary to make an appointment to see the doctor. Doctors are unable to complete forms outside a consultation.

Consent

National State Territory Reminder System:
This practice participates in the National State Territory Reminder system. If you do not wish to participate please advise us accordingly.

Fees

Medicross Strathpine is a mixed bulk-billing practice. Patients who present with a current Concession, Pension or DVA Card will be bulk-billed for eligible services. If you hold a current Medicare Card, you may be eligible for a rebate. Enquire at Reception for details.

We do however, charge fees for patients:

-Without a Medicare card	\$ 75.00
-Employment Medicals	\$130.00
-Insurance Medicals	Fee on request
-Commercial Drivers Licences	\$130.00
- Iron IV Infusions	\$250.00
- Mirena Insertion	\$200.00
-Facility Fee	\$25.00

-Standard Consultation: \$ 75.00

-Long Consultation: \$120.00

Waiting Times

Nobody likes to be kept waiting. Our Staff are well aware of this and try to adhere to appointment schedules. However, due to the unpredictable nature of a medical practice, doctors do sometimes run behind

time. We sincerely regret any inconvenience caused to patients. Please feel free to contact the surgery to check whether your doctor is running on time.

Phone Calls and Emails

Due to time constraints, our practitioners 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 your call will be returned at the discretion of the doctor. Urgent phone calls will be put through to the doctor or nurse on duty.

Urgent emails will be forwarded to the Doctor or Nurse on duty. Non-urgent emails will answered in a prompt manner by the Practice Manager or Receptionist. Patients should not use the email to contact the practice in an emergency.

Recalls and Reminders

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 Strathpine also participates in national and state-bases reminders systems such as Pap smear and Immunization registers. If you do not wish to participate in these reminder systems please notify reception.

Services Offered:

Immunisation	Work Cover
Men and Women's Health	Wound Management
Minor Surgery	Pre-employment and
Medical Reports	Licence Medicals
Skin Checks	Veteran's Affairs
Children's Health	Chronic Disease
ECG & Spirometry	Management
	Iron Infusion

Patient Feedback:

Our goal is to provide a quality and caring service in a comfortable and happy environment. If you have any concerns or suggestions please phone, write or email to: Ms Heather Sloan, Practice Manager

Phone: 07 3881 3828

Email: strathpinepm@medicross.com.au

From time-to-time this practice invites patients to complete questionnaires regarding their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our service.

`However, if you feel there is a problem you may wish to take outside, you may prefer to contact:

Office of the Health Ombudsman

Ph. 07 3005 7000

Visit: www.oho.qld.gov

Wheelchair/Ambulance

Easy access has been provided for wheelchair and ambulance transport. There is an Ambulance bay directly in front of this practice. Disabled parking situated a few carparks from the practice.

Translation Service

A translation service is available. Please contact reception prior to appointment to arrange for an interpreter.