

## 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	Women's Health
Immunisations	Minor Procedures
Chronic Disease	Health Assessments
Skin Checks	Mental Health

## 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, over the phone or via [www.medicross.com.au](http://www.medicross.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 attend your doctor for results, medical certificates, referral letters and repeat prescriptions.

## FAILING TO ATTEND WITHOUT NOTICE

Patients who fail to attend their appointment or cancel within 2 hours **will incur a \$60.00 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.

## BILLING ARRANGEMENTS

Medicross Rochedale is a Mixed Billing practice. We Bulk Bill all children with a current Medicare card under the age of 12. Patients with a current DVA card will be bulk billed for eligible services. Patients 75+ with a concession card will **only receive ONE bulk billed appointment**, per calendar month.

Phone appointments will incur a fee.

Patients without a valid Medicare card will be charged a fee at the time of consultation.

**Patients' standard consultation: \$92.00**

**With Concession or Health Care Card \$77**

**Medicare rebate \$43.90**

**Patient's Longer consultation: \$150.00**

**With Concession or Health Care Card \$135**

**Medicare rebate \$82.90**

**Weekend rates may attract a higher fee.**

Employment and Commercial Driver Medicals and other medicals / paperwork are not covered by Medicare and will incur a private fee. Some procedures are also privately charged. Please check

## 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. It is preferred 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 will be at the discretion of the doctor. Urgent phone calls will be put through to the doctor or nurse on duty. Emails will be managed and responded to as received.

## 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 Rochedale 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.

## COMMUNICATION POLICY

Our independent medical practitioners at Medicross policy on receiving and returning phone calls and electronic communication may vary. Urgent correspondence is given to the registered nurse on duty to triage and follow up with the independent medical practitioner. All non-urgent communication with our independent medical practitioners is passed on via reception. 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 Rochedale uses the Telephone Interpreter Service 1300 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**

Our after-hours medical service is provided by National Home Doctor Service, they are a fully accredited service. Their direct number is: **13 SICK / 13 7425**

#### **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:

Donella Robertson- Practice Manager

[rochedalepm@medicross.com.au](mailto:rochedalepm@medicross.com.au)

Medicross Rochedale

549 Underwood Road

Rochedale South QLD, 4123

**Telephone:** 07 3341 2791 Fax: 07 3841 0711

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

**Please note:** All formal complaints must be in writing before they can be addressed.

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:**

PO Box 13281 George Street, Brisbane

Phone: 13 36 46

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

**This Medical Centre is merely the place where the services of independent doctors are provided and that the operating entity merely provides facilities for the use of the independent doctors.**

#### **Practice Doctors**

##### **Dr Sanaz Hejazi**

General practitioner, FRACCGP, MD, AMC Cert  
Special interests in paediatrics, pain management, chronic disease management, implanon insertion & removal, women's and men's health.

##### **Dr Lily Chai**

MBBS, AMC Cert

Special Interests in Women's Health, Antenatal Care, Paediatrics and Chronic Disease Management, Aged care, and all aspects of general practice.

#### **OUR STAFF**

##### **Practice Manager**

Donella Robertson

##### **Practice Nurses**

Amy

##### **Physiotherapist**

Cameron

##### **Receptionists**

Nathan

Krishna



## **PRACTICE INFORMATION SHEET**

### ***Medicross Rochedale***

**549 Underwood Road,  
Rochedale South, Qld 413**

**P: 07 3341 2791**

**F: 07 3841 0711**

[rochedale@medicross.com.au](mailto:rochedale@medicross.com.au)

#### ***Surgery Hours***

**Monday:** 8.00am to 5.00pm

**Tuesday:** 8.00am to 5.00pm

**Wednesday:** 8.00am to 5.00pm

**Thursday:** 8.00am to 5.00pm

**Friday:** 8.00am to 5.00pm

**Saturday:** 8.00am to 4.00pm (Physiotherapist Only)

**Sunday:** Closed

**Public Holidays:** Closed

#### **AFTER HOURS**

National Home Doctor Service: 137 425

Logan Hospital: 07 3299 8899

Health Advice Hotline: 13HEALTH (43 25 84)

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