

OUR SERVICES

Our General Practitioners have many years' experience across a broad range of health disciplines. We also have several visiting allied health practitioners which allows us to offer you a multi-disciplinary approach to your health.

- Family Medicine
- Immunisations
- Chronic Disease
- Skin Checks
- Exercise Physio
- Podiatry
- Pathology
- Employment Medicals
- Women's Health
- Treatment Room
- Telehealth
- Physiotherapy
- Health Assessments
- Mental Health
- Minor Procedures
- WorkCover

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. Telehealth and walk-ins are welcome, these appointments will be triaged. If a patient requires a home visit, please see reception. Appointments can be made in person, over the phone or via **HOTDOC**.

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 without notice may incur an \$85.00 fee and at the discretion of the manager/GP and will be unable to make any further appointments until the account is paid.

BILLING ARRANGEMENTS

Medicross Coomera is a mixed billing practice. Patients under 16; DVA Gold card holders and patients 65 and older, who hold a valid pension or Medicare Card, will continue to be Bulk Billed during the week. There will be a small out of pocket fee for all Weekend appointments.

Standard Consultation - Medicare Card Holders

- **Mon to Fri** - \$85.00 up front, \$43.90 rebate, \$42.15 out of pocket.
- **Afterhours** - \$105.00 up front, \$55.80 rebate, \$49.20 out of pocket.

Long Consultation - Medicare Card Holders

- **Mon to Fri** - \$135.00 up front, \$55.80 rebate, \$79.20 out of pocket.
- **Afterhours** - \$155.00 up front, \$95.70 rebate, \$59.30 out of pocket.

Private Patient – Without Medicare

Standard Consult	\$85.00
Long Consult	\$135.00
Employment/Commercial Driver Medical	\$250.00
Failing to attend without notice fee	\$85.00
Procedure Booking Fee	\$30.00

WAITING TIMES

Nobody likes to be kept waiting. Our staffs 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. 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.

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. Alternatively, you can email the practice:

Email: coomera@medicross.com.au

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. We also utilise the **HOTDOC reminder and recall** system which send an automated message.

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 Coomera 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.

INTERPRETER SERVICE

Whatever your preferred language; we can help you organize an interpreter to assist with any language barriers. Medicross Coomera 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 74 25**

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

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:

Jemma Lunson, Practice Manager

Medicross Coomera

Shop B6, Corner Days & Old Coach Roads,
Coomera, QLD 4209

Telephone: 07 5573 0911 **Fax:** 07 5573 0966

Email: coomerapm@medicross.com.au

Please note: All formal complaints must be made 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:

400 George Street, Brisbane

Phone: 13 36 46

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.

OUR STAFF**Practice Doctors**

- Dr Andrew Cheung - MBBS, MRCGP, FRACGP, DRCOG,
- Dr Ranjith Senanayake - MBBS DFM, AMC, NZREX, FRACGP
- Dr Thushtika De Mel - FRACGP; Dip-Gynae, Obs; Dip, Obs; Dip derm
- Dr Fay Chandler - FRACGP
- Dr Raj Nayak - MBChB, FRACGP, MBBS
- Dr David Booth - BM, MRCGP, DipMedEd, FRACGP

Practice Manager

Jemma Lunson

coomerapm@medicross.com.au

Practice Nurses

Kristy
Vanessa

Receptionists

Paula
Bella
Sarah

Allied Health Services

Please make an appointment with reception. Fees applicable for all appointments.

- **Physiotherapy** – Kordo Akawi (Wednesday Mornings)
- **Podiatrist** – Maryam - (Wednesday Fortnights)
- **Exercise Physio** – Dannel Bennett (Monday Monthly Afternoons)

MEDICROSS COOMERA

PRACTICE INFORMATION SHEET

Shop B6, Corner Days and Old Coach Roads
Coomera QLD 4209
Phone: 07 5573 0911
Fax: 07 5573 0966
www.medicross.com.au

Opening hours:

Monday: 7:00am – 5:00pm
Tuesday 8:00am – 6:00pm
Wednesday: 7:00am – 4:00pm
Thursday: 8:00 – 6:00pm
Friday: 7:00am – 4:00pm
Saturday: 8:00am-1pm
Sunday: 9:00am – 1pm
Public Holidays Closed

Hours are subject to change without notice

AFTER HOURS

National Home Doctor Service: 13 74 25
Gold Coast Hospital: 1300 744 284
Health Advice Hotline: 13HEALTH (43 25 84)

IN THE EVENT OF AN EMERGENCY DIAL 000