

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
Chronic Disease
Health Assessments
Mental Health
Pre-employment Medical

Family Planning
Minor Procedures
Drivers Medical
Allied Health
Treatment room
WorkCover
Telehealth

APPOINTMENTS

Patients must make an appointment to see a doctor, either in person or via Telehealth consultation, which is available for eligible consultations subject to clinical appropriateness and Medicare requirements. If you have more than one health concern or a complex issue to discuss, please request a longer appointment at the time of booking. A separate appointment must be made for each family member. Walk-ins are welcome and will be triaged accordingly. Appointments can be made in person, over the phone, or via our online booking system at www.hotdoc.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 arrange an appointment with your doctor for medical certificates, referral letters and repeat prescriptions. Test results can be obtained in a booked consultation or we arrange a mutually convenient time to call you with your results via a telehealth consultation.

FAILING TO ATTEND WITHOUT NOTICE

Patients who fail to attend their appointment without notice may incur a \$70.00 fee and at the discretion of the Practice Manager and/or GP and will be unable to make any further appointments until the account is paid.

BILLING ARRANGEMENTS

Medicross Upper Coomera is a Bulk Billing Clinic for all persons who hold a valid Medicare Card for standard, long and telehealth consultations.

Non Medicare Card Holders;
Standard Consult \$70.00
Long Consultation \$120.00

Employment/Commercial Driver Medical \$165.00
Failing to attend without notice fee \$70.00
Procedures will incur an out of pocket cost and will be discussed upon booking.

Please speak with reception to check your eligibility for our Bulk Billing services.

WAITING TIMES

Nobody likes to be kept waiting. Our staff understand & 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.

COMMUNICATION POLICY - TELEPHONE CALLS, EMAILS AND COMMUNICATION WITH DOCTORS

It is Practice Policy 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/email will be at the discretion of the doctor. Urgent phone calls and electronic communication will be put through to the doctor or nurse on duty. All non-urgent electronic communications are addressed by our admin staff within a 24hours business hours.

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 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 you preferred language; we can help you organize an interpreter to assist with any barriers.

Medicross Upper Coomera uses the TIS National Interpreter Service 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/HOME VISITS

If you require out of hours' treatment, please contact the National Home Doctors Service on 13 74 25. Home visits are available in special circumstances. Please discuss these options with the reception staff or your doctor

PATIENT FEEDBACK

Our goal is to provide 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:

Karli Luke, Practice Manager
Upper Coomera Medical Centre
River Meadows Shopping Centre
Cnr Reserve & Hargraves Road
Telephone: 07 5561 8744 **Fax:** 07 5580 6571
Email: uppercoomerapm@medicross.com.au

Please note: All formal complaints must be in writing before they can be addressed;
uppercoomerapm@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:

Office of the Health Ombudsman:

400 George Street, Brisbane

Phone: 13 36 46

www.oho.qld.gov.au

OUR STAFF

Practice Doctors

Dr Ishtiaq Rashid MB BS FRACGP

Dr Ali Shah – Currently on extended leave MB BS FRACGP

Dr Fazal Karim MB BS FRACGP HDM AMC Cert

Dr Muhammad Rehman MBBS FRACGP

Dr Tahir Mir Psychiatrist

Practice Manager

Karli Luke

Practice Nurses

Brittany

Jenelle

Angela

Reception

Irene

Kara

Mira

Allied Health Services

Psychiatrist

Dietician

Physiotherapist

UPPER COOMERA MEDICAL CENTRE

PRACTICE INFORMATION SHEET

River Meadows Shopping Centre

Cnr Reserve & Hargraves Road

Upper Coomera QLD 4209

Phone: 07 5561 8744

Fax: 07 5580 6571

www.medicross.com.au

www.hotdoc.com.au

Monday: 8:00am – 5.00pm

Tuesday 8.00am – 5.00pm

Wednesday: 8.00am – 5.00pm

Thursday: 8.00am – 5.00pm

Friday: 8.00am – 5.00pm

Saturday: 9:00am- 1.00pm

Sunday: 9:00am – 1.00pm

Public Holidays: Hours may differ

AFTER HOURS

National Home Doctor Service: 137425

Gold Coast Hospital: 1300 744 284

Health Advice Hotline: 13HEALTH (43 25 84)

IN THE EVENT OF AN EMERGENCY DIAL 000.