## 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.

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| Family Medicine | Women's Health |
| Antenatal Care | Iron Infusions |
| Immunisations | Chronic Disease |
| Skin Checks | Health Assessments |

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.
Urgent walk-in appointments are available daily, please be aware these are triaged and wait times may vary.
Telehealth appointments are available with all GP's, please contact Reception to book telehealth.

## AFTER HOURS CARE & HOME VISITS

Our after-hours medical service is provided by Hello Home Doctor Service **13 41 00**
Home visits are available under special circumstances. Please discuss this with Reception or your GP.

## 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 a mixed billing practice. You may be charged a gap fee for your appointment.

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| **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.

## 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.

## WAITING ROOM ETTIQUETTE

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.

## COMMUNICATION POLICY

The policies on receiving and returning phone calls and electronic communications may vary between our independent Medical Practitioners. All urgent phone and electronic communications are given to the practice's Registered Nurse on duty to triage and follow up with the Medical Practitioner concerned. All non-urgent patient communication with our independent Medical Practitioner is passed on by our reception team. All correspondence is triaged to ensure the information is given to the appropriate staff member or Independent Medical Practitioner in a timely manner. request from our reception staff.

Further details of our communication policy are available on request from our reception staff.

## 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
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

**Our Clinic Team**

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| **Dr Abtin Rad** | **Independent GP** |
| **Dr Rosco York** | **Independent GP** |
| **Dr Amrita De Zoysa** | **Independent GP** |
| **Dr Suraya Parvin** | **Independent GP** |
| **Charlotte** | **Practice Manager** |
| **Natalie** | **Practice Nurse/RN** |
| **Amy** | **Practice Nurse/EN** |
| **Holly** | **Practice Nurse/RN** |
| **Kristine** | **Receptionist** |
| **Neha** | **Receptionist** |

**Allied Health Services**

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| **Hayley** | **Dietitian** |
| **Maryam** | **Podiatrist** |
| **Niyati** | **Physiotherapist** |
| **Narelle** | **Psychologist** |

**Medicross Greenbank provides services and facilities for use by independent GPs & Practitioners. All GPs are independent of Medicross**

# PRACTICE INFORMATION SHEET

MEDICROSS GREENBANK
57 – 67 Old Pub Lane
Greenbank QLD 4124

Phone: (07) 3200 0197
Fax: (07) 3200 0922

www.medicross.com.au
Email: greenbank@medicross.com.au

Opening hours:
Monday-Friday: 7am till 4pm
Saturday & Sunday: Closed
Public Holidays: Closed

After hours:
Hello Home Doctor Service **134 100**
Logan Hospital: **3299 8899**
Health Advice Hotline: **13HEALTH**
Browns Plains Urgent Care Clinic
**3380 0150**
**IN THE EVENT OF AN EMERGENCY**
**DIAL 000**

*Updated June 2026*