



## PRACTICE INFORMATION

February 2018



### Our Doctors

Dr Olusola Olulope MBBS,FRACGP

Dr Shakib Alam Syed MBBS, AMC

Dr James Chanaka MBChB, AMC

Dr Nilesh Kapadia MBBS, AMC

Dr Roshanie Perera MBBS, AMC

Dr Samiya Nusrat MBBS, AMC

Dr Sajid Qamar MBBS

### Practice Manager

Fola

### Practice Nurses

LOUISE RN & Pap Smear Qualified

Marie RN

## GENERAL INFORMATION

Primary Care Medical Clinic is an accredited practice. All the doctors in the practice are committed to providing comprehensive general practice care to all individuals and families in the community, in a modern friendly facility.

### New Patients

Our practice welcomes new patients.

### Updating your Records

Please contact us when there are any changes to your home address, mobile number, medicare number, concession card or next of kin. It is important that we have your updated details in case of an emergency or to notify you of results.

---

### Opening Hours

*Monday – Friday 8:30am to 7:00 pm*

*Saturday 8:30am to 12:30pm*

---

### Cancellations

If you are unable to attend your appointment please contact the practice at least two hours before the appointed time.

### Fees

We are a bulk billing practice and bulk bill all Medicare rebatable consults. Non medicare rebatable consults will be privately billed. Please speak to our reception staff about any fees. We accept payment by cash and EFTPOS.

### Scripts & Referrals

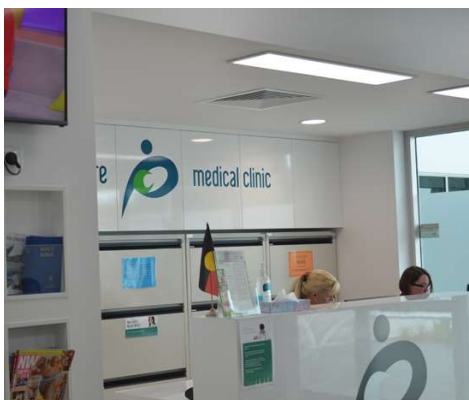
We ask you to try to obtain your scripts and referrals during consultation. It is a general policy of Primary Care Medical Clinic that all repeat prescriptions or referrals require an appointment with your doctor.

### After Hours

For afterhours assistance please ring Primary Care Medical Centre on 4128 3881. For urgent medical attention please call 000

### Test Results

Test results are usually available 2-3days after the test has been done, though some might take longer. Results are made available at follow up appointments. Please phone our practice to make an appointment to discuss the results.





### **Family Care**

Men's Health

Women's Health

Vaccinations & Immunisations

### **Disease Assessment & Management**

Diabetes

Cardiovascular Disease

Skin Condition

Skin cancer checks

Asthma

### **Support Programs**

Health Assessments

Chronic disease management

Mental Health Care Plans

Quit Smoking Programs

Sexual Counselling

### **Work Place Health & Rehabilitation**

Pre-Employment Medicals

Work Cover

### **Other**

Travel Medicine

Drivers Licence Medicals

Cryotherapy

ECG

Pregnancy Tests

STD Checks

### **Waiting Times**

Our doctors endeavor to run on time, however there are circumstances beyond their control. Such circumstances include but not limited to emergency cases, seriously ill patient and injured patients.

### **Home visits**

Home visits are offered within and out of normal operating hours if the patient is a regular patient of the practice and where it is reasonable to do so. There will be out of pocket costs for home visits.

### **Communication policy**

Our doctors can be contact by phone during normal opening hours. However when the doctor is busy a message will be taken. In case of emergency the call will be put through to the doctor. Communication via email is discouraged.

### **Reminders**

Our practice uses reminder systems to improve the quality of your health care. We belief in preventative care and health reviews. We will send reminders by phone calls, letters or SMS. If you wish to not be contact please let reception know.

### **Privacy policy**

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff.

### **Patient feedback & complaints**

We are always happy to get feedback from our patients. Feedback can be either positive or negative, that is how we can improve our services to you. A suggestion box is located in reception. If there are any complains please call and discuss with the practice manager on 07 4124 3881.

We aim to continuously make improvements from your feedback, we may communicate the changes via our practice information brochure, website, Facebook or at an individual level where appropriate.

If the complaint cannot be resolves please send you complaints to Office of the Health Ombudsman

PO Box 13281

George Street

Brisbane QLD 4000

Ph: 133 646

### **We are on Facebook!**



Find us on Facebook at [www.facebook.com/primarycaremedical](http://www.facebook.com/primarycaremedical)

Millions of people use Facebook every day, on our Facebook page

you will find ongoing updates on what we're up to, you can like our updates, comment upon them and share them with your friends and family.