

REMINDER SYSTEM

Our practice is dedicated to providing preventive care for our patients. Your doctor will ask for your permission to be included in our reminder systems. We engage in both the surgery recall system and also several State and National registers EG, Pap Smear Register, Breast Screen Register and the Australian Immunisation Register. The clinic will send you a reminder notice at times offering you services suitable to your care. If you do not wish to take part in any of these recall registers please let your doctor know.

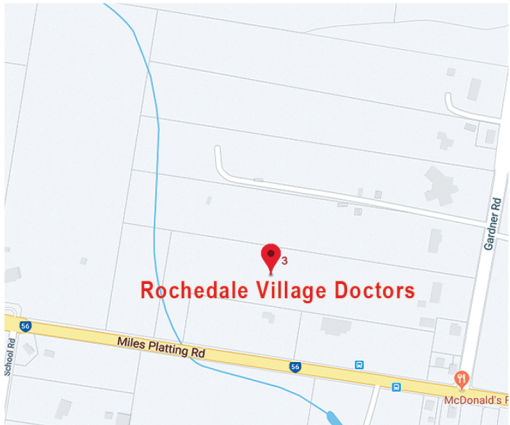
MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

All medical records (both manual and computerised) are treated as strictly confidential. It is our practice policy that we maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

THIS PRACTICE HAS A NO SMOKING POLICY

PATIENT FEEDBACK - YOUR RIGHTS

Rochedale Village Doctors would welcome any feedback and input to improve our service. If you are unhappy with any aspect of the care provided by this practice, we are keen to know about it. Please feel free to talk to your doctor or the staff, or if you prefer write to us or use the suggestion box for any problems you have with the service we provide. We take your concerns, suggestions and feedback seriously. However, if you feel there is a problem you wish to take up elsewhere, you may prefer to contact Office of the Health Ombudsman: P.O.Box 13281 George Street, Brisbane, QLD 4003 Telephone 133OHO (133 646) Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au).



Phone: 07 3175 3737  
Fax: 07 3036 6555

Monday	8.30am - 5.00pm
Tuesday	8.30am - 5.00pm
Wednesday	8.30am - 5.00pm
Thursday	8.30am - 5.00pm
Friday	8.30am - 5.00pm
Saturday	9.00am - 1.00pm
Sunday	9.00am - 1.00pm

Book Online at [www.rvdoctors.com.au](http://www.rvdoctors.com.au)



3/329 Gardner Road,  
Rochedale QLD 4123

Phone: 07 3175 3737  
Fax: 07 3036 6555

E-Mail: [reception@rvdoctors.com.au](mailto:reception@rvdoctors.com.au)  
[www.rvdoctors.com.au](http://www.rvdoctors.com.au)

## STAFF

Rosedale Village Doctors introduces

Dr. Iqtidar Bangash  
Dr. Muhammed Ali Ismail  
Dr. Melane Steenberg  
Dr. Akhil Shukla  
Dr. Tore Eivers  
Dr. Mateen Allahwalla

Our GP's are supported by a full administration and nursing team. All General Practitioners have a special interest in Family Health, Adolescent Health and all other areas listed below:

## SERVICES

We provide complete medical services including:

- General Medicine
- Children's Health
- Women's Health
- Men's Health
- Immunisations
- ECG's
- Chronic Disease Management
- Antenatal Care
- Skin Cancer - Complete skin checks and mole mapping
- Minor Procedures
- Occupational Medicine and Injury Management
- Worker's Compensation
- Travel Health
- Allied Health Services

## FEES AND BILLING ARRANGEMENT

Please refer to fees list at reception. Rosedale Village Doctors is a mixed billing practice.

Bulk billing is available for:

- Children 0-16 years
- Pensioners
- Veteran Affairs card holders
- Health care assessments and mental health care plans

## SERVICES NOT BULK BILLED

A list of costs of these services are available at the Reception. (Payment required on the day):

- Overseas Visitors
- Insurance Medicals
- Sporting Medicals
- Pre-employment Medicals
- Cadet Medicals
- Commercial \* Dangerous Goods Licence



**ROCHEDALE VILLAGE DOCTORS**

## REQUIREMENTS ON ARRIVAL

All relevant Medicare and concession cards can be provided to the Receptionist on arrival.

## APPOINTMENTS

Please telephone 07 3176 3737 to make an appointment or visit [www.rvdoctors.com.au](http://www.rvdoctors.com.au) to book online.

- Walk in appointments will be accommodated based on doctors availability.
- Practice policy ensures every effort is made to accommodate your preferred time and GP.
- Emergencies will always be given priority.
- All children and elderly will be seen on the same day.
- Long consultations are available for complex medical problems, medicals, minor surgery.

Please advise Reception of any of the above requirements so we can accommodate.

## HOME & OTHER VISITS

Our surgery offers home visits for our patients. This can be discussed with your GP directly or you can contact the clinic and advise one of our friendly receptionists of your request.

## TELEPHONE ACCESS

It is preferable that you discuss any clinical concerns with your GP directly. However, if you are unable to attend, a member of our clinical team will speak with you via phone. Any urgent issues will be dealt with immediately.

## TIS INTERPRETING SERVICE PH: 131 450 & NATIONAL RELAY SERVICE PH: 133 677

Rosedale Village Doctors can offer a translator service. Please be sure to advise reception when booking your appointment.

## TEST RESULTS

For confidentiality reasons, test results will not be discussed over the phone. The clinic will notify you should a follow up consultation be required to discuss the results.

## AFTER HOURS

For all after hours non-urgent appointments please contact Hello Home Doctor on 134 100. This service is bulk billed for Medicare card holders.