REMINDER AND RECALL SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in reminder systems. We take part in both the surgery recall system and also several State and National registers such as Cancer Screening register, Breastscreen register and the Australian Childhood Immunisation
Register. You may be issued with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part in any of these recall registers please let your doctor or receptionist know.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

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

COMMUNICATION SERVICES

Our practice engages TIS National (Translating and
Interpreting Service) for patients requiring a translator.
A booking can be made by calling
131 450

THIS PRACTICE HAS A NO SMOKING POLICY.

OPENING HOURS

Monday – Friday 8:00am – 5:00pm
Saturday and Sunday 9am – 1pm

STAFF

Dr Muhammed Ali Ismail
Dr Iqtidar Bangash
Dr Kathryn Salkield
Dr Nalini Sharma
Dr Arivu Weslyn
Dr Sayanthri Thillainathan
Dr Joel Wright
Dr Eric Chai
Dr Sithy Lebbe
Dr Sujab Ismail
Dr Winnie Lark

Alicia, Christine and Karen – Practice Nurse
Judith, Ellice, Jamie, Zuhal and Rochelle – Receptionists.
Anna – Practice Manager

PATIENT FEEDBACK: YOUR RIGHTS

Rochedale Village Doctors welcomes any feedback good or bad as it will allow us to improve our service.
Please feel free to talk to your doctor or the staff, or write to us or use our suggestion box about 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 Ombudsmen
Phone: 133 646
PO BOX 13281
GEORGE STREET
BRISBANE QLD 4003
complaints@oho.qld.gov.au

ROCHEDALE VILLAGE DOCTORS

ROCHEDALE VILLAGE DOCTORS

Phone: 07 3175 3737

Fax: 07 3036 6555

3/329 Gardner Road, Rochedale QLD

www.rvdoctors.com.au

ON ARRIVAL

Medicare/Veteran + Concession Cards must be presented to the Receptionist to ensure your details are kept up to date. Ensure you have signed a Consent for Use & Disclosure for Personal Health Information form, for us to provide optimal ongoing comprehensive health care.

APPOINTMENTS

Please telephone 0731753737 to make an appointment or visit www.rvdoctors.com.au to book online. Every effort is made to accommodate your preferred time and GP. Emergencies will always be given priority. Long consultations are available for complex, health assessments or minor surgery.

Please advise so can be accommodated.

HOME & OTHER VISITS

Doctors will consider requests for a home visit on an individual basis for existing patients only. Prior arrangements are required to accommodate this.

Please speak to reception for further details.

TELEPHONE ACCESS

All urgent matters will be addressed immediately. Requested information or advice relating to clinical care is available by informing the receptionist who will forward to the doctor. It is preferable however for patients to make an appointment. Electronic access to the doctor can be organised if required by informing reception. Fees may apply.

TEST RESULTS

For medico-legal reasons test results will NOT be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.

REFERRALS

If additional treatment is required outside of our service within this surgery this will be discussed with you during your consultation. Other services in the community may be engaged to help provide optimal care.

ARRANGEMENTS FOR CARE OUTSIDE

For all after hours care Rochedale Village Doctors advises patients to contact our after hours service on 0448 871 430.

SERVICES PROVIDED BY THIS PRACTICE

- General Medicine
- Children's Health & Adolescent Health
- Women's Health
- Men's Health
- Immunisations
- ECG (Electrocardiography)
- Enhanced Primary Care
- Antenatal Care
- Skin Cancer Medicine
- Minor Procedures
- Spirometry
- Veteran's Affairs
- Workers' Compensation
- Travel Health
- Allied Health Services
- Pre-employment medicals

FEES AND BILLING ARRANGEMENT

Please refer to fees list at reception.
Rochedale Village Doctors is a mixed billing Practice.
Bulk billing is available for:

- Children 0-16 years,
- Aged pensioner
- Veterans' Affairs card holders
- Health care assessments and Care plans
    - Those with a valid Medicare card.

Bulk billing will not be available for medicals, minor procedures and insurance paperwork.