



Morningside Family Medical Centre

Information Sheet

MFMC MEDICAL TEAM

Dr Mina Nemetallah MBCHB FRACGP

Dr Nemetallah has over 30 years experience in General Practice and has undertaken postgraduate studies in Paediatrics. He has a special interest in child health.

Dr Barry Shaw MBBS SYDNEY

Dr Shaw has over 40 years experience in General Practice and has a special interest in chronic disease management and all aspects of general practice.

Dr Suri MBBS, MSc, FRACGP

Dr Suri has had experience in all aspects of general practice. He is able to do Implanon® removal and minor procedures. Dr Suri also speaks Malay, Sinhalese and Tamil for those patients for whom English is a second language.

Dr Annie Chen MBBS FRACGP

Dr Chen graduated from the University of Queensland with Bachelor of Medicine/Bachelor of Surgery (MBBS). She enjoys all aspects of general practice, and has a special interest in mental health and women's health.

Francesca, Natalie & Mei: Registered Nurses

Our nurses have undertaken training courses to perform and provide various health assessments and chronic disease management care for our patients.

Maria: Practice Manager

INTERPRETING SERVICE

If you or a family member require an interpreter service, we can organise this for you also. Please let us know when you make the appointment.

The National Relay Service (NRS) for patients who are hearing impaired can be contacted on 133 677.

Translation and Interpreter Services (TIS) for patients who speak languages other than English can be contacted on 131 450.

This service is free of charge.

MFMC SERVICES AVAILABLE

1. General Practice medical services
2. Vaccine (Childhood Immunisation & Travel Counselling)
3. Women's Health: Pap Smears, Breast check-ups, Pregnancy Counselling, Antenatal Care, Family Planning advice including the Insertion & Removal of Implanon®
4. Men's Health: Prostate check-up and Counselling
5. Sexual Health Counselling & Testing
6. Minor surgery: Suturing, removal of suspicious skin lesions, liquid nitrogen treatment.
7. Skin checks.
8. Driving, pre-employment medicals and insurance medicals.
9. Mental Health plans and care.
10. Workplace injuries and ongoing care.

MFMC APPOINTMENT POLICY

Please phone during opening hours for an appointment. Every endeavour will be made in the interests of continuity of care to book you in with your regular doctor and to accommodate your preferred appointment time. If you require some extra time, please ask our staff for a longer consultation particularly if it is for a medical assessment in which case you may also need to be booked in with our nurses. Please discuss this with our reception team who will be able to assist you with this booking.

EMERGENCIES WILL ALWAYS BE GIVEN PRIORITY.

REMINDER SYSTEM

Our practice is committed to preventative services. We may issue you with a reminder letter from time to time offering you preventative health services appropriate to your care (eg. pap smears, immunisations, health assessments. If you do not wish to be part of this system, please let us know at reception.

AFTER HOURS ARRANGEMENTS

For all after hours' emergencies please ring our deputising medical service Home Doctor Service on 137425. Your local hospitals are Mater Hospital: 3163 8111, Princess Alexander Hospital: 3240 2111.

FOR LIFE THREATENING EMERGENCIES PLEASE RING THE AMBULANCE ON 000.

OPENING HOURS

Mon-Fri 8:00am - 11:00pm

Sat 9:00am - 12.30 pm

Sun Closed

CONTACT

Corner of Wynnum Road and Junction Road
Morningside QLD 4170

TEL (07) 3395 8577

FAX (07) 3395 8677

HOME VISITS AND TELEPHONE ACCESS

Home visits are available for regular patients whose condition prevents them from attending the practice and only with prior arrangement with their regular Doctor. Doctors in this practice are happy to answer any medical queries during normal consulting hours for their regular patients. A message will be taken and we will return your call as soon as possible. Your call will always be put through to the doctor in an emergency.

NB: It is advisable to make an appointment regarding getting advice about your health care to ensure that the best possible health outcome is achieved.

MFMC FEES AND BILLING POLICY

Bulk Billing (All Doctors Except Dr Nemetallah as per below)

Monday to Friday 8.00am to 4.45pm

All patients who hold a current Medicare card will be bulk billed during the following periods (**except** Dr Nemetallah as per their billing policies).

Dr Nemetallah Billing—Monday to Friday Up to 4.45 pm

Patients over 12 years: \$75 (\$38.75 rebate)

Concession/Health Care Card: \$60 (\$38.75 rebate)

Bulkbilling: Patients under 12 years age

Then Private Billing Fees will apply.

All pap smears, procedures, ear syringing etc are **NOT** standard consultations and **NOT** be bulkbilled—a fee will apply. Please enquire at reception.

Private Billing:

Monday to Friday 5 pm onwards:

All Patients: Private Billing Fees Apply

Saturday 9 am—12.30 pm: Bulk billed for standard consultations

With Private Billing we have introduced a new system called Tyro® where you are able to obtain your rebate immediately rather than go to Medicare or wait until processed by Medicare. All medicals required by a third party **cannot** be bulk billed: costs vary so please enquire at reception. Fees are payable at the time of consultation by cash, Bankcard, MasterCard or Visa. If you have any difficulty in paying our fees, please discuss it with us.

GETTING THE RESULT OF ANY TEST OR PROCEDURE

Your doctor will advise when they expect the results to arrive at the practice. So that we may provide you with the best possible care for the continued promotion of your health needs please make an appointment with your regular doctor to obtain any results. It is also advisable to make an appointment regarding getting advice about your health care to ensure that the best possible health outcome is achieved. Also, if any of your contact details have changed, please advise reception.

PRIVACY POLICY

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. 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. We abide by and comply with the 13 Australian Privacy Principles (March 2014) available on the website www.oaic.gov.au/privacy-act/australian-privacy-principles

HEALTH INFORMATION

There is Tonic TV providing health information as well as a display board in the waiting area with various leaflets for your information. Various health and community information is also available on the internet via the 'RACGP consumer medicines information' and the 'RACGP —Ten Tips for Safer Health Care'. For any specific information about your health needs please ask your doctor.

YOUR RIGHTS

If you have problem, we would like to hear about it. Please feel free to talk to your Doctor or the Practice Manager. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. If you wish to take the matter further you can contact the following body:

Office of the Health Ombudsman

PO Box 13281 George street

Brisbane QLD 4003

Phone: 133 646

Website: www.oho.qld.gov.au



This practice is committed to quality improvement and is accredited with Australian General Practice Accreditation Limited (AGPAL)

This Practice has a No Smoking Policy.

OPENING HOURS

Mon-Fri 8:00am - 11:00pm

Sat 9:00am – 12.30pm

Sun Closed

CONTACT

Corner of Wynnum Road and Junction Road

Morningside QLD 4170

TEL (07) 3395 8577

FAX (07) 3395 8677