

Old Medical Doctors is a Mixed Billing practice, however those who Under 16 and 65+ with a concession card will be bulk billed between 8am and before 4pm Monday to Friday.

Discounted fees apply for concession holders and Uni students with valid student card.

Holders or Dept of Veteran Affairs Gold Card will be bulk-billed.

Full fees apply weekends, public holidays and starting at 4pm weekdays.

SERVICES

- General Medicine
- Family Medicine
- Health Checks
- Skin Checks
- Skin Cancer Removal
- Minor Procedures
- Ante & Post Natal checks.
- Childhood Immunisations
- Travel Immunisations
- Implanon insertion & Removal
- Mirena Insertion & Removal
- Preventative Health checks
- Chronic disease management (including health checks, care planning, asthma management, diabetes care, heart disease and weight management)
- Commercial Driver's License Medicals
- Pre employment Medicals

Fees

Standard Consult is \$90.00 Medicare rebate \$43.90.

Long Consult is \$140 Medicare rebate \$84.90.

Extended Consult is \$180 Medicare Rebate \$125.10.

After hours consult Fees

Standard Fee

\$105.00 with Medicare rebate \$55.80.

Long consult Fee

\$155.00 with Medicare rebate \$98.00.

Extended Consult Fee

\$190 with Medicare rebate \$137.40

Mental Health Assessments/ Plans

Mental Health Assessment -2715- \$154.20 with Medicare rebate \$106.20.

Mental Health Assessment -2717- \$192.65 with medicare rebate \$156.45.

Chronic Disease and Health Assessments

Patients who meet the requirements for Chronic Disease Management Plans and Health Assessments outlined by Medicare will be bulk billed for their care plan/health assessment visit.

Private Consultations

Medicare Australia does not cover consultations for Employment Medicals, Commercial Driver's Licences and Insurance/Super Reports. A private fee will occur for these items, payable on the day of appointment.

Employment Medical – \$230/min to \$450 (dependant on what is required) + GST*

Commercial Drivers Licence – \$230 + GST
Insurance/Super Forms – from \$190 + GST

***Additional charges for all Procedures/Suturing etc**
Starting from \$70 to \$225 out of pocket.

For more information regarding fees please speak with receptionist.

Appointments:

We now offer online appointment bookings via hoidoes or just go to our website and follow the prompts. A Standard appointment is 15 minutes, and this is where one problem is addressed. Please make an appointment for each family member.

If you feel more time with the Doctor may be required, you are welcome to request a longer appointment. Please inform our Receptionists, who are trained to assist you.

Doctor of Choice: We recognise the value of the Doctor and Patient relationship. Every effort is made to enable you to see the Doctor of your choice. There may be an occasion when you are seen by another Doctor in the Practice, our records support good communication to facilitate your care. Our Doctors practice ethically and independently.

Upon arrival

Please present your current Medicare Card and all Concession Cards at Reception and inform the Receptionist of any change of address and/or phone numbers along with contact details for emergency contact person. For all new patients, ask that you fill out our New Patient Registration Form. You may be asked to complete a patient details update form.

Emergencies

We assess emergencies promptly, please inform Reception if you are in pain or distress, have shortness of breath and/or chest pain, bleeding, if a rash is present or you have been in an accident prior to arriving.

After your consultation, please report to Reception.

Medical Certificates are legal documents:

We require you to make an appointment to obtain these.

Repeat Prescriptions and ongoing Referrals

We require you to make an appointment to obtain these.

Cancellation of un-needed appointments is expected and much appreciated.

There is a \$90 non cancellation fee for appointments not attended.

Home Visits: are up to the discretion of the Doctor. They are only available to existing patients who attend our clinic, who live locally to the practice. Home visits are pre-arranged with the Doctors and are conducted during surgery hours, after hours house calls are available in some circumstances. All home visits will incur a fee and will not be eligible for a Medicare rebate.

Results & Reports: Please make an appointment to obtain results and reports unless the Doctor instructs you otherwise.

You will be contacted to book an appointment if results are considered clinically significant.

Recalls & Reminders:

The Practice has a system whereby Patients are contacted for follow-up and preventative health care activities. Our practice participates in the National and State Reminder Registers. Please inform us if you wish to be excluded from these registers.

Phone Calls/Emails:

Doctors can take calls/respond to emails when time permits. If the Doctor is not available an internal email will be sent, and your call/email will be returned as soon as possible. **Please inform us if the matter is urgent.**

Building access: A wheelchair is available. Wheelchairs can access the surgery via the Centre's ramp. A disabled toilet is available within the complex.

Interpreter services: the use of Qualified medical interpreters is our preferred choice when interpreting is required, and the use of family members/friends/bilingual staff members are only to be used in an emergency when a qualified medical interpreter is not available.

Code of Ethics: This Practice abides by the AMA Code of Practice. Please discuss any problems in a timely manner with the doctor or staff on duty. Your concerns will be attended to promptly and confidentially without discrimination.

Outside of our normal operating hours (listed at the front of this brochure), you can contact:

AFTER HOURS CARE:

Hello Home Doctor
PH 134 100

Call Centre Hours:
Weekdays from 6pm to 8am
From 12pm Saturday, All day Sunday and Public Holidays

Note that After Hours Doctor Service does not cover all regions. Please contact their call centre to see if your residential area is covered. If not, proceed to your nearest Emergency Department.

QLD Medical Doctors acknowledge the traditional custodians of the land, sea and waterways upon which we live and work. We pay our respects to their Elders past and present, and recognise their strong and continuing connection to land, culture and spirit.

Feedback: We are interested in your suggestions and appreciate your input. Periodically Patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time, you can provide feedback to reception.

If you wish to take any complaints further, you may contact:

Office of the Health Ombudsman
Po Box 13281 George Street, Brisbane Qld 4003
Ph: 133 OHO (133 646), Fax: (07) 3319 6350
Email: info@oho.qld.gov.au
Website: <http://www.oho.qld.gov.au/contact-us/>

Privacy & Confidentiality

All Health Service Providers must comply with the Privacy Act 1988(Commonwealth).
The Act incorporates Australian Privacy Principles (APPs) that set the rules for the handling of personal information. These Principles cover collection, use, storage and disclosure of information.

Fully informed and voluntary consent as to the above must be obtained before or as soon as practicable after the collection of Health Information. Information about a person's medical history is needed to assist in providing diagnosis and treatment. To ensure quality and continuity of care a Patient's health information may have to be shared with other health care providers.

There are circumstances where a Medical Practitioner is legally bound to disclose personal information. A request to view your medical records or to obtain a copy should be discussed with your Doctor and put in writing.

Please do not hesitate to discuss any concerns you have about privacy related to your health information with your Doctor.

If not satisfied you may contact:
The Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 2000
Privacy Hotline: 1300 363 992

Code of Conduct

Help us make our practice a safe place for everyone Qld Medical Doctors has a ZERO TOLERANCE policy anyone who makes inappropriate remarks or threatens the safety of others will be asked to leave.

SHOP 8/2 Patrick's Road

Arana Hills 4054

Ph: (07) 3351 8900 Fax: (07) 3351 8400

Email: reception@qldmedicaldoctors.com.au

Like us on Facebook

Online appointment bookings now available
www.qldmedicaldoctors.com.au

PRACTICE HOURS

Monday to Friday 8.00am – 5.00pm
Saturday from 9am by appointment
Public Holidays – from 8am by appointment

DOCTORS

Dr Kyaw Zin Htet MBBS,FRACGP,Dip in Skin Cancer Medicine
Dr Samir Massiha MbCHB

PRACTICE NURSES

Pari

ADMINISTRATION SUPPORT

Angela, Yvonne