**AFTER HOURS**

For after hours assistance please ring National Home Doctors Service on 13 7425.

**For urgent medical attention call 000.**

**APPOINTMENTS**

Can be made by phoning the Surgery or online bookings using healthEngine.

We run by an appointment system to minimise your waiting time - urgent cases are seen on the day. A routine appointment is 10 mins. The Doctor of your choice may be requested when making an appointment. Due to unforeseen circumstances, such as an emergency, sometimes delays can occur. Your patience would be appreciated if this should happen before your appointment. If you require a longer appointment please advise the receptionist when booking. We ask patients to arrive on time for their appointments so others are not inconvenienced.

**HOME VISITS**

Home/Nursing Home visits can be made if you live within the local area and are too sick to come to the practice. A home visit can be arranged at a convenient time, usually during the doctor's lunch break or at the end of his/her session. It is best to ring early in the day if a visit is required.

**PATIENT FEEDBACK**

This practice invites patients to complete a patient survey on their views of the practice and how it could be improved. These surveys are completely confidential and will help us to improve our services.

We take your concerns seriously. Please feel free to talk to your doctor, practice manager or receptionists about any problems you have with our services.

We believe that problems are best dealt with within the practice. However, if you feel there is a matter you wish to take up outside the practice, you can contact the:

**Office of the Australian Information Commission Ph: 1300 363 992**

**Office Health Ombudsman 133 646**

**MANAGING YOUR PERSONAL HEALTH INFORMATION**

Your medical record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. For further information on your privacy please refer to our Patient Privacy brochure.

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**REDCLIFFE**

**BEACH CLINIC**

**PATIENT INFORMATION BROCHURE**

**OUR GENERAL PRACTIONERS**

**Dr Ali Day** MD, AMC, FRACGP

**Dr Ajay Verma** MBBS FRACGP

**Dr Vahid Shahsanaei** MD,FRACGP

**OPENING HOURS**

Monday to Friday 8.00am to 5.00pm

Saturday Closed

Sunday & Public Holidays Closed

**OUR ADMINISTRATION MANAGER**

Gayle

**OUR PRACTICE NURSES**

Kimberely(RN)

Denise (EEN)

**OUR RECEPTIONISTS**

Darryl & Gayle

**Redcliffe Beach Clinic**

65 Redcliffe Parade

REDCLIFFE QLD 4020

Ph 07 3283 6000 - Fax 07 3283 6070

Email: info@beachclinic.com.au

Website: www.beachclinic.com.au

**Services**

* **Health checks**
* **Chronic disease management**
* **Women’s health**
* **Men’s health**
* **Children’s health**
* **Seniors’ health**
* **Sexual health**
* **Cryosurgery (freezing of small skin lesions)**
* **Minor procedures**
* **Wound care**
* **Mole scans/ skin checks**
* **Work Cover**
* **Pre-employment medicals**
* **Immunisation**
* **Travel medicine**
* **Antenatal**
* **Baby checks**

**Cancellations**

If you are unable to attend your appointment please contact the practice before the appointed time, so that we may re-book the appointment and make another appointment for you.

**Translation Services**

National Relay Service (NRS) for patients who are deaf can be contacted on **133 677**.

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

**Results**

It is the policy of the practice that we are **unable** to give results over the phone. Test results require an appointment with the doctor.

**Telephone Calls**

Your doctor is available by telephone. However, calls to the doctor can sometimes inconvenience patients while in consultation. In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will put through to the nurse. Messages may be left for the attention of the doctor, and will be returned as soon as possible.

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**REDCLIFFE BEACH CLINIC**

**Fees**

Our clinic bulk bills patients who hold a current Medicare Card or a Veteran Affairs Card. Some items do attract a fee. Patients who do not hold a current Medicare card will be privately billed, Standard consult of $75.00, long consult $110.00. Insurance and pre-employment medicals do attract a fee, ask at reception.

**Reminder System**

Our clinic is committed to preventative care. We offer a reminder system for pap smears, immunisations, blood test and other preventative health services appropriate for your care. If you do not wish to be a part of this system please advise your doctor.

**Referrals**

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral, please advise our receptionist.

**Scripts**

All prescriptions require an appointment with you doctor. Your doctor will monitor and assess your medical condition before issuing new or current Prescriptions.