

Patient Feedback

We hope to provide a professional, quality and caring medical service for our patients. If you have any concerns, complaints or suggestions about any aspect of our service, we would appreciate hearing about them and encourage patients to complete our Patient feedback form and give it to Reception

If you feel you have an issue that needs to be addressed outside of this practice, you can contact the Queensland Government Centre for handling complaints

Office of the Health Ombudsman

PO Box 13281 George St

Brisbane Qld 4003

Phone 133 646

<http://www.oho.qld.gov.au>

Email: complaints@oho.qld.gov.au



Practice Team

Doctors:

Dr Yasser Zeidan
Dr Yoko Yamauchi
Dr Ayman Arnaouty
Dr Rania Hussein
Dr Mohamed Mahmoud

Nurses / Administration:

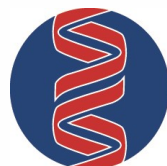
Lauren	Cheryle
Susan	Diana
Minako	Julianne



Download the AMS (Automated) App
and book your Appointment Online

Sullivan Nicolaides Pathology

The collection center is open every
Tuesday and Thursday
8:30am to 12:30pm



**Sullivan
Nicolaides**
PATHOLOGY
Quality is in our DNA



Lifetime Health
MEDICAL CENTRE

**Shop 204 / 67 Regatta Blvd
BIRTINYA Qld 4575
P: 07 5437 6324
F: 07 5493 3892**

www.lifetimehealthmc.com.au

Lifetime Health Medical Centre is committed to providing comprehensive medical care to all our patients.

Opening Hours

Monday to Friday
8.30 am - 5.00pm

closed Saturday, Sunday and Public Holidays

After Hours

Home Doctor Service provides an after-hour mobile service for our patients. Home Doctor Service is available by phoning **13 74 25**.

Home Visits provided by the home Doctor service are bulk billed if you hold a valid Medicare card.

Alternatively, you can attend our sister practice:
Apollo General Practice located at
75 Bowman Road, Caloundra which is open 7
days
07 5438 1200

**Remember, if it is an emergency,
phone an ambulance on 000**

Billing Arrangements:

We are a Mixed Billing Practice.

We offer Bulk Billing for all children 15 years and under, concession card holders and DVA card holders. Patients who do not fall into one of these categories will be charged a private fee.

- Standard consultation fee is \$72
- Long consultation fee is \$110

Non-Medicare Billing

WorkCover claims, insurance reports, pre-employment medicals & commercial driver licence medicals etc. are not covered under Medicare and require payment on the day of visit. Please check with reception staff for current pricing. Please inform reception the reason for your appointment when phoning to make an appointment.

Did Not Attend Fee

If you do not cancel your appointment with at least 1 hour notice, you will be charged a Did Not Attend Fee of \$40.

Appointments:

Appointments are set at 10 minutes per standard consultation. Longer consultations are available. Please ask reception when booking. Urgent medical problems will be triaged by our practice staff and dealt with promptly. Online bookings are also available either via our website or you can download the HotDoc app to your smartphone.

Home Visits:

Home visits are available on request for our regular local patients who are unable to attend the practice due to serious chronic health reasons. Your GP will advise if you are eligible for this service.

Privacy and Personal 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 use this information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management.

Our full privacy policy and privacy statement for the management of health information are available on request from reception.

If you have any questions about how we handle your personal health information or need to arrange access to your records, please contact the Practice Manager.

Practice Services

- Child Immunisations
- Women's Health
- Cervical Screening Tests
- Heart and Cholesterol Checks
- Skin Checks and Minor Surgery
- Mental Health Plans
- Men's Health
- Diabetes Cycle of care
- Asthma cycle of care
- Health Assessments
- Travel Vaccinations
- Iron Infusions
- GP Management Plans and Care Plans- access to Allied Health Allied Health

Interpreter services:

If you need an interpreter, please call the Translating and Interpreting service (TIS National) On 131 450 and ask them to telephone 07 5437 6324. Our business hours are 08:30am to 5:00pm Monday to Friday. They will assist with the communication of your primary spoken language to better communicate your medical needs between yourself and your doctor.

A free interpreting service is available for patients who are hearing impaired and use Australian Sign Language (AUSLAN).

Contact the national AUSLAN Interpreter Booking and payment service (NABS) on 1800246 945 or visit NABS website for further information.

Test Results and Reminder/ Recall system:

We have a reminder and recall system in place so we can contact you in regards to making an appointment for follow-up of test results and preventative health services such as immunisations, blood tests or annual health checks that can be of benefit to you.

Practice Communication:

Patients of our practice are able to obtain information or advice related to their clinical care by telephone in a situation where a consultation is impractical. A message will be taken to pass onto the Doctor. Your call may be directed to one of our nurses who may be able to assist, if your Doctor is not available.

Communication with patients via electronic means (email or fax) is conducted with appropriate regard to the privacy laws relating to health information and confidentiality of the patient's health information.