

## Personal Details

Please ensure you notify reception if your contact details change as from time to time Sun Family Practice may need to contact you via telephone or mail. If you have a new or updated Medicare, DVA, pension or health care card, please advise reception.

## Recall and Reminder System

Our practice is committed to preventive and holistic health care and works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system, please tell the receptionist or your doctor.

## My Health Record

This surgery participates in My Health Record – Please inform staff if you wish to register. A copy of the PCEHR Assisted registration policy is available at reception or on our website.

## Management of your Personal Health Information and Your Rights

Your medical record is a confidential document. All staff respect the privacy and confidentiality of your health information. 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 have a comprehensive policy on the management of Personal Health Information and a brochure 'Privacy and Your Rights'. Please ask a reception for a copy of this brochure at any time. We abide by ten National Privacy Principles available at <http://www.privacy.gov.au/health/index/html>

## Complaints Feedback and Suggestions

This medical centre is always happy to receive feedback and suggestions that may improve our services. All suggestions or complaints made in writing will receive full consideration (complaints Forms are available at reception.) A box is provided at reception for your suggestions or you can contact us by phone, email or through our website. If you wish to make a formal complaint you can contact:

- Office of the Health Ombudsman
- GPO Box 13281
- Brisbane QLD 4003
- Phone: 133 646 Fax: (07) 3319 6350

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)



2/27 Illaweena Street, Drewvale Qld 4116

Ph: 07) 3188 5456

Fax: 07) 3188 5454

Email: [admin@sunfamilypractice.com.au](mailto:admin@sunfamilypractice.com.au)

Website: [www.sunfamilypractice.com.au](http://www.sunfamilypractice.com.au)

Facebook: [fb@sunfamilypractice](https://www.facebook.com/sunfamilypractice)

## Practice Hours

Monday to Friday 8am - 7pm

Saturday 8:30am - 5pm

Public Holidays: open at the discretion of Management

## After Hour Care

If you require medical attention outside our practice operating hours, please contact Australia After Hours Doctors. This is a bulk billing service

## Results

Test results are only discussed with you GP at a follow up appointment and will not be given over the phone. This practice will only notify parents of results that require a follow up. It is our policy not to notify clients if an appointment with the doctor is not required following tests.

## Appointments

Telephone or walk in to the clinic at any time during opening hours and be seen by the next available doctor, though there may be a waiting period, we will endeavour to see to you as quickly as possible. There is also booking online option at either [www.sunfamilypractice.com.au](http://www.sunfamilypractice.com.au) or fb@sunfamilypractice, or through HealthEngine Website (just follow the prompts). To Book an appointment please ring (07) 3188 5456 or drop by the surgery. If you require an appointment longer than 15 minutes, please tell the receptionist while you are talking to them. Every effort will be made to accommodate your preferred time, with your preferred GP.

**Emergencies will always be given priority at our service.**

## Interpreter Services

If you or a family member requires an interpreter service, please let us know when you make the appointment so we can organise this for you.

## Practice Doctors

Dr Imran Khurshid MBBS, FRACGP, GCMA

## Practice Staff

Practice Manager: Jo Davey

Practice Receptionist: Jo Davey

Practice Receptionist: Atta Virk

Practice Nurse: Donna Newton (RN)

## Services Available

General health services as well as; Laser acupuncture quit smoking program, Laser acupuncture for chronic pain management/sinusitis, skin cancer checks/procedures, travel vaccination, Ear wax removal (ear toilet).

## Allied Health Services

Podiatrist, Dietitian/Diabetic Educator, Exercise Physiologist, Physiotherapist, Speech Pathologist, Holistic Naturopath Practitioner

## Home Visits

Home visits are conducted at the discretion of each doctor.

## Fees

### Bulk Bill – Medicare Card Holders

Patients that do not hold a Medicare Card will be privately billed. Please ask reception for more details or see website.

**Please Note:** Some consultations cannot be bulked billed to Medicare, including insurance paperwork/ Commercial Driver's License Medicals/ Pre-employment Medicals.

Fees must be paid in full at the time of consultation. Please see receptionist for more details.

## Telephone Access/Electronic Communication

If you wish to talk to your doctor, nurse or health worker, please do not hesitate to contact us between 8am – 5pm Monday to Friday on (07) 3188 5456 or [admin@sunfamilypractice.com.au](mailto:admin@sunfamilypractice.com.au). If the people you wish to speak to are not available, please leave a message with the receptionist staff and they will contact you as soon as possible. If your call is urgent, please be sure to tell the person taking your message.