

RESULTS

It is the practice policy that any incoming result following an investigation request or instruction from specialist or other healthcare providers to be discussed in person in consultation with the treating /referring doctor. It is the patient's responsibility to make a follow-up appointment following any requested test(s) including pathology and radiology investigations.

YOUR CONTACT DETAILS

It is absolutely crucial that patients keep their contact details held by the practice, up-to-date at all times and notify the practice of any changes including name, address, contact number(s), next of kin, legal guardian and power of attorney. Your up-to-date contacts is the only channel the practice can reach you if your treating doctor needs to discuss a matter with you. Should a patient fail to notify the practice of such changes, the practice takes no responsibility of any potential consequences including but not limited to delay or inability in notification of urgent matters or results.

RECALLS - REMINDERS

Our practice has a recall/reminder system in place operating via SMS, phone calls and mail, provided to all patients for a range of admin and clinical arrangements such as appointment reminders, test result arrival notification, required clinical reminders and follow ups, health assessments, vaccinations, etc.

AFTER HOURS CARE – HOME VISITS

National Home Doctor Service (NHDS)

13 SICK (13 7425)

OR;

Australian After Hours Doctors

1300 HOME DR (1300 466 337)

OR;

Prince Charles Hospital

Rode Rod, Chermside West

07 3139 4000

TRANSFER OF MEDICAL RECORDS

Upon receipt of a written and signed Patient's Transfer of Medical Records consent directly from another clinic,

a Patient Health Summary will be provided free of charge. A Full Health Records Transfer (electronic format) can be arranged which incurs a \$55 Admin Fee, payment of which is required before the transfer takes place.

PRIVACY POLICY

Patients' health records and information are kept private and protected in compliance with national and QLD privacy laws. If you prefer electronic communication, please be advised such there is always a risk, information could be intercepted or read by someone other than the intended recipient.

PATIENT INFORMATION SHEET UPDATE(S)

Patient Information Sheet defines the practice's policy and provided services terms and conditions. It gets updated periodically. The latest up-to-date version of this document is always available for pick-up at the practice front desk or online at excella.com.au. It remains the patient's responsibility to read these updates. You will be asked to read this document and [if agree with the contents] sign it at the time of your initial registration. Your future attendance(s) at Excella Medical Centre-Nundah will be deemed as your acceptance of updated version of this document current at the time of your attendance.

COMMUNICATIONS - COMMENTS - COMPLAINT

We constantly endeavour to provide you the best service we can offer and welcome your suggestions, comments or complaints to help us improve our services. To do so, please send us an email to nundah@excella.com.au. We take every complaint seriously and do our best to respond to your concerns promptly, privately, professionally and in a courteous and objective manner.

Please refer you complaint to the Office of the Health Ombudsman (complaints@oho.qld.gov.au) should an agreeable outcome could not be reached after you discuss the matter with the practice directly.



EXCELLA MEDICAL CENTRE NUNDAH

1/16A Aspinall St, Nundah, QLD, 4012

Ph: 07 3106 6040 Fax: 07 3106 6098

Email: nundah@excella.com.au

PATIENT INFORMATION SHEET

HOURS OF PRACTICE

Monday to Friday 8:00 am to 5:00 pm

Saturdays: Closed

Sundays: Closes

Public Holidays: Closed

Accredited Medical Practice (AGPAL)

Patient Name:

Signature:

Date:

(Updated: 01-05-2018)

DOCTORS

- Dr Mehrzad (Mark) Entezami
MD; MMed (UQ); FRACGP
Interest in skin cancer, occupational health and travel medicine

EMERGENCIES

If your case is an emergency (like having severe chest pain, excessive shortness of breath, seizure, major trauma, severe bleeding or other emergencies) please call 000 and request an ambulance.

The nearest emergency department:

Prince Charles Hospital
Rode Rd, Chermside West
(07) 3139 4000

TRIAGE

If uncertain of the severity of your condition, please inform the front desk staff who can assist you in assessing priority of your presenting symptoms.

APPOINTMENTS (ARRIVAL TIME & DURATION)

Standard allocated time per consultation is 10 mins that can be booked online or by phone. Based on the complexity of your medical conditions (s) the actual consultation time might take longer. Practice does not provide appointment longer than 30 min. To provide a timely service to all patients, you are required to arrive in time and adhere to your allocated appointment duration. We understand you might be a busy person, so our doctors and other patients booked after you whose times are equally as important as yours. This will help doctor run on time. If you have multiple (a list of) issues you intend to discuss with your doctor, we recommend you arrange separate appointments.

NON-ATTENDANCE AND CANCELLATIONS

If you wish to cancel or change your appointment time, please notify us **not later than 3 hours prior to the appointment time**, so we can offer the vacant spot to another patient. Change or cancellation of an appointment made for the first 3 hours of the day needs to be done by the end of the business day before the

appointment day. Late cancellation and not attended appointments incur a \$30 fee for standard appointments and \$60 for long appointments., invoiced to you directly. This fee is not Medicare rebateable. Full payment of this fee is required prior to any further appointment request.

SERVICE FEE

This is a mixed billing practice. Bulk Billing is limited (if you present a valid Medicare card) on weekdays between 9am-4pm for consultations less than 10 min and diagnostics test run in the practice, to:

- Children under 16;
- [Commonwealth] pension card holders;
- [Commonwealth] healthcare card holders;
- DVA card holders (white card for applied conditions only)

Following services are excluded from Bulk Billing for anyone, anytime and will be privately billed:

- Skin Cancer Clinic;
- Antenatal and Pregnancy Visit;
- Work Injuries Consultation;
- Work and Travel Vaccination;
- Pre-employment, Insurance and Driver's License Medical;
- Any Forms that needs to be manually filled by the practitioner;
- Any Procedures

Our receptionists do not ask you the nature of your illness and the consultation required and it's the patient's responsibility to assess if his/her presentation relates to any of these categories.

For a full list of service fees, please refer to Fees (Fees Information Sheet, available at the front desk or online at www.excella.com.au/fees). It provides you with fee for all services provided in our practice including procedures and discotic and related gap fees.

PAYMENT

For services not covered under our limited Bulk Billing policy explained in SERVICE FEE section of this patient information sheet, payment is required on the day of attendance and once the service is provided. For

accounts not paid on the attendance date an Account Fee of \$20 (non-rebateable) applies and account holder's request for further appointment will be pending full payment of any such outstanding debt.

SKIN CANCER CLINIC FEE

Skin cancer consult and related procedures are run exclusively by "DermVU Skin Cancer Clinic" that has a No Bulk Billing fee policy. Please refer to the "DermVU Skin Cancer Clinic. Patient information Sheet" provided at the front desk.

THIRD PARTY FEES

As part of your care, your treating doctor may involve other (third party) organisation and health providers such as hospitals, specialist, allied health, pathology and radiology. Please be advised the practice is neither aware of the third party fee schedules nor has control over such fees. Patients are advised to exercise their own due diligence as far as these fees are concerned.

Patient Name:

Signature:

Date:

(Updated: 01-05-2018)