



Patient Information Sheet

Opening Hours

Monday to Friday 8.30am - 5.00pm
Saturday 8.30am - 12 noon

Practice Doctors

Dr Chris Goodall

Special interests include all aspects of Family Medicine, Minor Surgery, Mental Health. Child Health.

Dr Susan Swanston

Special interests include Aviation Medicine, Mirena IUD insertions, Weight Management.

Dr David Rathmell

Special interests include Skin Cancer Medicine, Adolescent Medicine.

Dr Catherine Heiner

Special interests include Chronic Disease Management, Adult Medicine.

Allied Health

Henry Gobus - Psychologist
Louise Cooper - Exercise Physiologist

Practice Nurses

Elise, Taylor, Karen

Practice Manager

Elke Goodall

Reception

Kelly, Jenna, Sam

Mount Sheridan Plaza

Shop 21, 106 Barnard Drive

Mount Sheridan QLD 4868

(07) 4036 3520

E: info@plazafamilyhealth.com.au

www.plazafamilyhealth.com.au

Appointments

PH: (07) 4036 3520

Longer consultation times are available, please advise the receptionist if you require extra time

After hours and emergency

For after hours medical attention please phone

Dial a Doctor on 1300 030 030

FOR EMERGENCIES ALWAYS CALL 000

Home Visits

Home visits are available to regular patients of this practice whose condition or disability prevents them from attending the surgery. Please discuss with your Doctor.

Fees

Fees are payable at the time of consultation. We are a mixed billing practice. Please see our list of fees displayed at reception.

Practice Services

General Family Medicine, minor surgery, Child Health, Immunisations, Women's health, Family Planning, Mirena insertion, Travel medicine, Skin checks, chronic disease, weight management, ECG, Spirometry, Pathology

Communication/telephone policy

You can call and leave a message for your Doctor during surgery hours. Emergency calls will be triaged by the Practice Nurse. If you require a translator or communication assistance please advise reception staff when making the appointment.

TIS National - Interpreting Service
National Relay Service - If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit:

www.relayservice.gov.au

Patient feedback

Please feel free to talk to your Doctor, Practice Manager or Reception staff if you have any suggestions or are unhappy with our service. You may prefer to write to us or use our suggestion box. We treat all complaints with strict confidentiality and will attend to ASAP. If you wish to take the matter outside the practice please contact:

Office of Health Ombudsman
PO Box 13281, George Street
Brisbane QLD 4003
Ph: 133 646
www.oho.qld.gov.au

Test results

If you have been sent for a test please make sure to contact us for the result 2-3 days later. If the Doctor does require to see you following a test you will be advised via sms or letter.

Reminder system

Our practice is committed to preventative healthcare and will send out reminder notices regarding health services appropriate for your care. Please advise the Doctor if you do not wish to receive this.

Management of patient Health information

Our practice is committed to maintaining the confidentiality of your personal health information. For more details please ask reception staff to see a copy of our Privacy Policy.