



## **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](mailto:info@plazafamilyhealth.com.au)

[www.plazafamilyhealth.com.au](http://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](http://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](http://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.