



## Patient Information Sheet

Plaza Family Health is a family friendly General Practice. The practice provides an extensive list of healthcare services. Drawing on many years of experience, our Doctors provide the very best level of service to all of our patients in a modern, well equipped, comfortable surgery.

## Opening Hours

Monday to Friday 8.30am - 5.00pm

## Address

Mount Sheridan Plaza  
Shop 21, 106 Barnard Drive  
Mount Sheridan QLD 4868  
Ph: (07) 4036 3520  
Fax: (07) 4036 3531  
E: [info@plazafamilyhealth.com.au](mailto:info@plazafamilyhealth.com.au)  
[www.plazafamilyhelath.com.au](http://www.plazafamilyhelath.com.au)

## 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 Md Mehedi Masud  
Special interests include Child Health, Family Planning, Mental Health, ATSI Health

Dr Kaitlin Chandrarajan  
Special interests include Child health, Chronic Disease Management

### Practice Manager

Elke Goodall

### Practice Nurses

Taylor, Makala

### Receptionists

Maddie, Shanaya

### Appointments

Please call (07) 4036 3520 during business hours to make appointments. A standard appointment will be allocated for a single or uncomplicated issue. If you have 2 or more concerns, a longer appointment will be required please advise reception when booking your appointment.

Please advise reception if you are booking in for a Pap smear, Immunisation, Procedure, Excision, Paperwork or if you are a New Patient.

Repeat prescriptions and referrals require an appointment.

If you are unable to attend your appointment please phone to cancel at least one hour prior.

### Walk-ins

We normally require people to make a booking but we can sometimes help if you walk into the medical practice. Priority is given to people who have made a booking.

### After hours and emergency

For after hours medical attention please phone  
House Call Doctor 13 55 66  
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

We are a mixed billing practice. The following patients will be bulk billed: Children under 16years, Pension/Health Care Card Holders and DVA card holders.

All private fees are payable at the time of consultation. Our staff will offer to process your Medicare rebate at the time of payment so you will receive your rebate automatically into your cheque or savings bank account. Please see our list of fees attached and displayed at reception.

Item Number	Description Consultations	Fee	Medicare Rebate	Out of pocket
3	Brief	\$47.00	\$17.90	\$29.10
23	Standard	\$75.00	\$39.10	\$35.90
36	Long	\$115.00	\$75.75	\$39.25
44	Extra Long	\$145.00	\$111.50	\$33.50

### 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)

## Electronic Communication

Plaza Family Health prefers not to communicate with Patients about their medical conditions through email unless they request to do so. Email communication is at the discretion of your treating GP. Email is not recommended as your privacy and confidentiality maybe compromised when communicating via email without encryption.

## 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.

## 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)

## 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.

