



Practice Information Sheet

Our doctors:

Dr John Tran (Monday, Wednesday, Thursday, Friday, shared Saturdays)
Dr Rebecca Hargrave (Monday, Tuesday, Thursday, Friday, shared Saturdays)
Dr Camilo Guerra (Monday-Friday, shared Saturdays)
Dr George Georgas (Tuesday, Wednesday, Thursday, shared Saturdays)
Dr Marie Carey (Monday, Wednesday, Friday, shared Saturdays)
Dr Robert Fitzgerald (Monday, Tuesday, Wednesday and Friday, shared Saturdays)

Opening Hours

Monday	7:30am – 6:00pm
Tuesday	7:30am – 6:00pm
Wednesday	7:30am – 6:00pm
Thursday	7:30am – 6:00pm
Friday	7:30am – 6:00pm
Saturday	8:00am – 12:00pm
Sunday	CLOSED

Appointments

Please call our receptionists on **3325 5611** to organise an appointment or book online at **everydaymedical.com.au**

Let us know if it is a medical emergency so we can prioritise your appointment.

If you require an extended appointment for more complex issues, please let us know when booking.

Please check-in with Reception on your arrival to avoid an unnecessary delay in the waiting room.

Please let us know if you need to change or cancel your appointment so we can offer your time to another patient.

Every effort is made to keep to appointment times, but this is may be difficult due to emergencies, walk-in patients or unexpected longer consultations.

A cancellation fee may be charged if you fail to attend your appointment without letting us know (minimum 3 hours' notice).

To help us schedule your appointment appropriately, please tell our receptionists if you require a longer consultation, e.g. insurance medicals, postnatal checks, pap smears, counselling, excisions or if more than one member of the family is to be seen.

Fees and billing arrangements

Standard consultations are charged at a cost of \$75.

Discounts may apply for patients with concession cards.

We bulk bill all children 10 years old and under.

We bulk bill all **age pensioners** (65 years or older).

Details of specific consultation fees are available from our receptionists.

We are set up for Medicare Easyclaim allowing for the immediate payment of Medicare rebates into your bank account.

Payment is required at the time of consultation.

Available Services

- Women's health
- Men's health
- Skin cancer checks and excisions
- Paediatric health
- Childhood immunisations
- Travel medicine
- Antenatal care
- Chronic disease management

Home visits

We can provide house calls for patients of this practice in special circumstances.

It is usually better however if you are able to attend the surgery as it is better equipped for examination and treatment.

Care outside normal opening hours

If you need medical attention outside our practice opening hours, please contact National Home Doctor Service 13 SICK (13 7425)

For emergencies, ring 000 or present to the hospital closest to you.

Telephone / Email Access

We will endeavour to reply to all phone calls as soon as possible. However, most problems are best dealt with through consultation with one of our Doctors to allow for a comprehensive assessment.

If your call is urgent, please be sure to tell the person taking your message.

We encourage patients to telephone or make an appointment to discuss their health care, in preference to email due to privacy concerns.

Your medical information and privacy

All staff at Everyday Medical respects the privacy and confidentiality of your health information as described in our Privacy Policy.

It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

Receiving the results of any test or procedure

Your doctor will advise when they expect results to arrive at the practice at which time please call our practice to find out your results and ask what they mean for your care.

Our practice is committed to preventive health care and follows best practice guidelines.

We may send you a recall notice to come and see us about results or specialist letters.

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.

Complaints, feedback and suggestions

We welcome any feedback that will assist us to continuously improve our services.

We take your concerns, suggestions and complaints seriously.

Please speak to one of our doctors or receptionists if you have any complaints or feedback.

If you are unsatisfied with our response to any complaint, you are able to follow this up with the Health Ombudsman to assist in resolving your issue. The Ombudsman's contact details are:

Office of the Health Ombudsman

133 OHO (133 646)

PO Box 13281

George Street

Brisband QLD 4003

oho.qld.gov.au

complaints@oho.qld.gov.au

Interpreter service

Our practice encourages patients who do not speak English to utilise the free [Translating and Interpreting Service \(TIS\)](#).

An interpreter service is also available for patients who are **deaf** and use Australian Sign Language (AUSLAN).

Please let our receptionists know prior to your appointment if you require these services.

Everyday Medical – Suite 12, 640 Albany Creek Rd, Albany Creek, QLD 4035

(Last updated 18th April 2019)