

# Everyday Medical Practice Information Sheet

## Our Doctors:

Dr John Tran (Monday, Wednesday, Thursday, Friday, shared Saturdays)

Dr Rebecca Hargrave (Tuesday, Wednesday, Thursday, Friday, shared Saturdays)

Dr Iriki Mugebe (Monday, Tuesday, Thursday, Friday, shared Saturdays)

Dr George Georgas (Tuesday, Thursday, shared Saturdays)

Dr Marie Carey (Monday, Tuesday, Wednesday, 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 organize an appointment or book online at [everydaymedical.com.au](http://everydaymedical.com.au)

Let us know if it is a medical emergency so we can prioritize 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 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 appropriately, please tell our receptionists if you require a long 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

We bulk bill all children 10 years old and under. We bulk bill all AGE Pensioners.

Standard consultations will cost \$83.

Discounts may apply for patients with concession cards.

Details of specific consultation fees are available from our receptionists.

We are set up for Medicare Easyclaim, allowing 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 do provide house calls for patients of this practice in special circumstances.  
It is usually better if you are able to attend the surgery as this 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 attend the closest hospital 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 in a consultation to allow a comprehensive assessment.  
If your call is urgent, please be sure to tell the person taking your message.  
We encourage patients to telephone us rather than email due to privacy concerns with email.

### **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 security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

### **Receiving the results of any test or procedure**

Your doctor will advise when they expect results to arrive at the practice. 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 help us to improve our service.  
We take your concerns, suggestions and complaints seriously.  
Please speak to one of our doctors or receptionists if you have any complaints or feedback.

Office of the Health Ombudsman  
133 OHO (133 646)  
PO Box 13281  
George Street  
Brisbane 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.