

HOME VISITS

Home visits are available at the discretion of your treating doctor. Fees may apply.

CHRONIC DISEASE PREVENTION

We are committed to helping our patients prevent the development of their chronic disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to complete a management plan for your chronic disease.

HEALTH ASSESSMENTS

75+ health assessments, 45-49 old Health Checks and Aboriginal & Torres Strait Islander (ASTI) Health Assessments can be performed at this surgery with no out of pocket expense.

TRANSFER OF MEDICAL RECORDS

Our practice will send a health summary of your records elsewhere at no charge. Generally, we are accommodating if a patient requires a more extensive record to be sent.

DISABILITIES

It is surgery policy to cater for people with special needs and disabilities. If you are having trouble, please approach our staff who will be very willing to assist.

STERILISATION

All reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

YOUR MEDICAL INFORMATION & YOUR PRIVACY

All doctors at the practice use the computerised system Best Practice to record information, order tests, provide prescriptions and file specialist reports. Our computers are password protected and backed up daily. All information recorded at the practice is confidential and will not be released without consent. We follow the Australian Federal Privacy Laws and Standards for the private health sector.

HEARING OR LANGUAGE IMPAIRMENTS

To help our GP's ensure they fully understand the nature of their patient's problems and patients fully understand the outcome of the consultation, we use an interpreter service where necessary. AUSLAN interpreters are available for patients with hearing impairments. TIS offer language interpreters for patients who cannot speak English very well.

PATIENT RIGHTS AND FEEDBACK

We recognise that patients have certain rights and we will endeavour to support their rights. If you are feeling unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, practice manager or receptionists on duty are available to discuss any problems you have. A suggestion box is available in the waiting room if you like to make a complaint/suggestion anonymously. Should you wish to take any complaints further you can contact: Health Quality & Complaints Commission, GPO Box 3089
Brisbane Qld 4001
Ph: 07 3120 5999



MEADOWLANDS
M E D I C A L

**Shop 5, 82 Meadowlands Road
Carina Qld 4152**

**Phone: 1300 746 447
(1300 RING GP)
Fax: 07 3532 0206**



**Monday - Friday
9:00am - 5:00pm**

NEW PATIENTS WELCOME

**www.meadowlandsmedical.com
admin@meadowlandsmedical.com.au**

Meadowlands Medical focuses on the health and wellbeing of our patients. Young, old and everyone in between, our team is genuinely interested in ensuring that your health needs are met. We are enthusiastic team are very excited to serving Carina and surrounding suburbs community.

APPOINTMENTS

Consultations are by appointment. Patients without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please check in at reception when you arrive to avoid unnecessary delay in the waiting room. Please ring to cancel appointments that are no longer required. Every effort is made to keep to appointment times but this may be difficult at times due to emergencies, walk in patients or unexpected longer consultations. To help us schedule appropriately, please tell the receptionist if your consultation is likely to be long (e.g. Insurance medicals, Pap smears, counselling, excisions and postnatal checks).

ONLINE APPOINTMENTS

Visit our website www.meadowlandsmedical.com to book your next appointment online. You can also book through the Appointuit app on your mobile phone.

CONTINUITY OF CARE AND DOCTOR OF YOUR CHOICE

We endeavour to help you see the doctor of your choice. All evidence suggests that communication between Doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

AFTER HOURS

Our surgery is open Monday - Friday 9:00am - 5:00pm. If you require medical attention after our practice is closed, please call Home Doctors Service on 13 SICK (13 7425) **FOR EMERGENCIES, PLEASE RING 000**

BILLING POLICY

We Bulk Bill those with a valid Medicare Card, DVA or Allianz overseas student card. Our Private Fee for non medicare card holders. For a 15 minute appointment is \$68.00, whereas a 30 minute appointment is \$102.00 Payment is required at the time of Consultation.

OUR DOCTORS

Dr Reynard Ng

MBBS (Adel) DCH FRACGP

Special interest in Chronic disease management, diabetes, skin cancer management and cosmetic medicine.



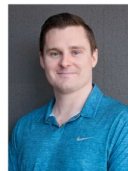
Dr Azra Potapov

FRACGP

Special Interest: Family health and Complex medical problems

ALLIED HEALTH

Dr Alec Jones - Psychologist



Amos Paterson - Physiotherapist

Susannah Ayre - Dietitian & Nutritionist



Dr Kin Keung Kwong - Respiratory Physician

NURSES

Alison Row - Registered Nurse
Claire Miotti - Registered Nurse

TELEPHONE CALLS

Telephone calls will be answered by reception and where appropriate will be referred to the nurse. To minimise interruptions to consultations you may be asked to leave your contact number and a message for a nurse to return your call at their earliest convenience.

PROCEDURES

The doctors can perform many minor surgical Procedures as needed (e.g. Removal of skin cancers and moles). Cryotherapy (for skin cancers and warts). A longer appointment time may be required depending on the procedure, so please let reception know what you are having done.

TEST RESULTS

Patients are required to return for a consultation with the doctor regarding test results, preferably with the doctor who ordered the tests. If any results are abnormal or urgent, you will be contacted via telephone. If we cannot contact you over the telephone, a letter will be sent to your address. Please ensure that reception has your current telephone number and address details.

RECALLS FOR PREVENTATIVE CARE

Our practice is committed to preventative care; all patients are offered the opportunity of being in a reminder system for a range of clinical condition. Patients are automatically placed on the national/state reminder systems unless patient indicated otherwise.

INVESTIGATIONS

The doctors and nurses within this practice can perform electrocardiograms (ECG), lung function testing, blood glucose testing, pregnancy tests & hearing tests. Other testing can be performed elsewhere when required.