



Sunny Family Practice

Building 2D/528 Compton Road
Stretton, QLD 4116

Ph: (07) 3124 6216
Fax: (07) 3036 6019

Email: reception@sunnyfamilypractice.com.au

Dr. Pervez Khan
MBBS, FRACGP

Policy and Procedures Manual

Last updated 25 May 2025

Reviewed by Musarrat Khan, Practice Manager.

Communication Policy

The practice opening hours are 10am - 8pm, phone calls are received from 10am by the receptionist and to take appointments or listen to their inquiries. Patients can also make an appointment online or writing an email to the medical centre (reception@sunnyfamilypractice.com.au). Similarly, our staff can contact patients through our practice phone or our messaging system or emailing. Fax is also an alternate way of communication.

Medical staff

Dr Pervez Khan - General Practitioner

Hours of operation

Consultations at the clinic are available during the following times:

3-8pm, Monday to Friday

During the morning, only the receptionist is available for taking appointments.

Occasionally, the doctor will see some patients in the morning.

On the weekend, the doctor is available for telephone consultations and emergency needs.

After hours medical care

The clinic has engaged the services of Hello Home Doctor to provide a locum service for the afterhours medical care of patients. They can be contacted on:

134-100

Information on the locum service is recorded on the clinic's answering machine.

<https://hellohomedoctor.com.au/>



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Patients requesting to use the phone

Patients may use the phone at the reception desk, but only if reception is not busy.

There is no charge.

Appointments

Standard appointments

It is the clinic's policy that all patients should be able to obtain a consultation for a non-urgent medical problem with the doctor within the same business day. However this may be affected by:

- periods of high seasonal demand
- emergencies and priority cases.

Off site visits Doctors

Currently Dr Khan is performing off site visits as well, until we get arrangement with after hours providers. After our practice closes at 8pm, our phone is diverted to the doctors mobile phone. The doctor will do a phone consultation first, and assess the need for a home visit. If required, he does it himself.

Emergency and priority cases

The appointments system is designed to accommodate patients with urgent problems or those who need a longer consultation. It is the responsibility of reception staff to determine the priority of need and book appointments accordingly.

Staff must follow the triage system.



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Medical emergency Outside of the clinic's normal hours of operation

In cases of medical emergency, patients can seek assistance from: QEII Jubilee Hospital, Cnr Kessels Road & Troughton Road, Coopers Plains, phone number (07) 3182 6111

The hospital's Emergency Department operates 24 hours a day, 7 days a week. For an ambulance call the emergency services operator on 000.

Patient calls to doctors

Doctors may choose to discuss clinical care with a patient by telephone in situations where a face to face consultation is considered unnecessary and it is safe to do so. Doctors should be prepared to make time available (at their convenience) to take or return patient calls. Doctors should advise reception staff accordingly. Reception staff should advise patients of the times doctors are available to take calls and take messages where appropriate.

Clinic Security

Practice security should be maintained at all times to prevent unauthorised access to practice resources.

Medical records, prescription pads, letterheads, administrative records and other official document should not be accessible to patients and visitors of the practice.

Drugs must be safely stored and secured in locked cupboards.

Payment Methods:

At Sunny Family Practice, we accept payment by credit card, debit card, or cash

Payment by Cash:

The practice keeps a small amount of cash on the premises to give change to customers.



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What to do with Visa and MasterCard slips

In the case of payment by credit card, the credit card payment should be processed first using the EFTPOS machine.

Bulk Billing Policy

At Sunny Family Practice, we strive to bulk bill 100% of patients. However, you must have a valid Medicare card, or private insurance fund. We are able to direct bill Medibank, AHM, NIB, CBHS, and BUPA.

For BUPA, you must bring your physical card, as it needs to be swiped on the terminal for billing.

If you have not received your card, we have to charge you, and give you an invoice. You can use the invoice to claim your money back from BUPA.

For patients with no coverage, we charge the MBS rate.

More information can be found on MBSOnline for other MBS items.

Bulk-billing patients who do not have their Medicare Card

If a patient comes into the practice, but they do not have their Medicare card with them:

- check if their Medicare number is recorded on their file
- phone the HIC hotline 132 150 to get their Medicare number

Medical records

Medical records contain personal health information which is used by doctors at Sunny Family Practice to manage and plan patient health care. A typical medical record will contain information such as:

- patient identification sheet
- notes recording patient care
- summaries and reports from consulted specialists and diagnostic services • test results
- prescribed medications.

It is necessary to collect and keep this information to provide a history of patient health care and to identify safe and effective future treatments. Some of the information collected by the clinic may



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also be used to evaluate our service and plan for the future. If a medical record is used for this purpose, information that identifies the patient will be removed.

Patient confidentiality

Sunny Family Practice respects the rights of patients to decide how their personal health information is used or disclosed. Sunny Family Practice will always ensure that patients:

- agree to have their personal health information collected

Consent to any disclosure to a third party. Reasons personal health information may be disclosed to a third party include:

- seeking a second opinion from another medical practitioner
- referral to a specialist
- requesting diagnostic testing or examination (such as pathology or radiology)
- admission to casualty or hospital
- disclosure to obtain Medicare or insurance payments
- medical research

Patient access to medical records

If a patient requests access to their medical record, this information can be provided by way of a summary. Provision of a medical record or summary should always be accompanied by an explanation from the doctor and an offer to discuss any patient concerns. If requested by a patient, the clinic will also transfer a copy of the medical record or summary to another medical clinic or practitioner.

The summary is only one page, for the entire record to be sent, there is an administrative fee of \$60.

Disclosure of personal health information without patient consent will only occur in situations where:

- the doctor is compelled by court order
- the doctor believes that a higher duty prevails in order to protect the public interest
- the disclosure is necessary to avoid a serious risk of harm to the person concerned



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- there is a legal obligation under applicable Commonwealth or State legislation eg statutory provisions requiring the notification of certain infectious diseases or suspected child abuse **Queries**

Patient queries regarding the management of personal health information at Sunny Family Practice should be referred to the Practice Manager, Ms Musarrat Khan

Complaints

Sunny Family Practice is committed to monitoring the effectiveness of the service we provide to our patients. If a patient complains about the service provided by the clinic, record the following details and pass the information on to the Practice Manager.

1. Name of the patient(s).
2. Nature of the complaint, for example: • telephone access to clinic • appointment availability • being made to wait too long • clinic facilities • a complaint about their doctor.
3. Whether the complaint was made in person, on the telephone or in writing.

All complaints need to be handled promptly and with a caring and polite attitude. Reassure the patient that their complaint will be taken seriously and passed on to the Practice Manager. All complaints will be reviewed by the Practice Manager and measures put in place to avoid a repeat occurrence of the situation

Storage and security

Active records Medical records (computerised and paper) are retrievable only by authorised staff at Sunny Family Practice. All active records are stored securely on the premises

How will a complaint be handled?

All complaints will be handled in the strictest confidence. Upon receiving a complaint, the Practice Manager will convene separate meetings with the complainant and the respondent. If appropriate, confidential interviews may be held with other persons who have knowledge of the incident(s). Where appropriate, the Practice Manager will attempt to conciliate the matter with the parties involved. If the matter is judged to have substance appropriate disciplinary action will be taken against the respondent.



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Workplace safety

The Occupational Health and Safety Act 1985 (Commonwealth) provides a framework for improving standards of workplace health and safety and reducing work related injuries and diseases. Sunny Family Practice is committed to providing education and guidelines to staff regarding workplace health and safety.

Immunisation

All staff will be offered immunisation appropriate for their duties at no cost. This includes Influenza and Hepatitis B. **No smoking**

So as to minimise any risk to health and safety, all forms of tobacco usage are prohibited inside our premises.

Professional conduct

You have a responsibility to act professionally when communicating with colleagues, patients and visitors to your workplace. This involves the following. Treating people with respect In the course of your work you may come across people who exhibit difference of some kind or conduct themselves in ways that are strange or unfamiliar to you. As a consequence, you may be tempted to label them in some way or distance yourself from them. It is unlawful to treat anyone less favourably at their place of work or with the supply of goods and services.

Patient confidentiality People who work in medical environments have a responsibility to preserve and respect the privacy of patient's personal health information. When conducting a sensitive conversation with a patient within earshot of others take the patient to a private area, especially if the patient is angry, upset or hearing impaired. Careless talk and gossip Patient confidentiality can be breached by careless talk and gossip both at work and in a social setting. Any discussion of a patient's personal health information for other than professional reasons is unacceptable behaviour

Emergencies

What is the role of reception in an emergency? Reception staff must:

- know how to use communications equipment such as the telephone
- know the location of emergency equipment
- know the whereabouts of the doctor on duty



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- keep emergency telephone number on hand.

Emergency Services Operator 000

- Fire/Police/Ambulance When you dial the 000 emergency telephone number, you will be asked by the operator, 'Which service do you require?' You will then be connected to the appropriate service, either police, fire or ambulance. You will firstly be asked for your location and your telephone number. Give the details of your location as exactly as you can. For example, 'the corner of Wattle Grove and Green Street Brightleigh'. This information is important as it will save the emergency service valuable time. You will then be asked to describe the nature of the emergency. In all cases, it is important to remain calm, listen to the questions you are asked, and carry out any instructions issued. Stay on the line until instructed to hang up.

Emergency response codes

Code Blue

- Cardiac arrest/medical emergency All staff at the Sunny Family Practice will undertake first aid training to assist them in dealing with medical emergencies. This will include CPR and the operation of emergency resuscitation equipment. If patient or visitor presents to you in an injured or distressed state or collapses in front of you, follow these steps.

1. Remain calm and give your undivided attention to the patient.
2. Place the patient in a comfortable position. If possible move them to the medical emergency room (Consulting Room).
3. Observe the patient's condition carefully and rapidly assess the severity of the situation.
4. If the situation appears life threatening, announce code blue.
5. If a doctor is unavailable, call for a MICA ambulance on 000.
6. Give appropriate first aid until medical assistance arrives.
7. Keep uninvolved personnel away.

Code Red

- Fire emergency If you discover a fire or detect smoke follow these steps.

1. Announce code red. 2.

Do a group call to staff on emergency pagers or contact most senior person on site.

3. Activate nearest fire alarm and contact the Fire Brigade on 000.



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4. Remove any persons from immediate danger if safe to do so.
5. Remove any portable oxygen cylinders if safe to do so.
6. Close door and windows to contain smoke within immediate fire area.
7. Attempt to extinguish fire if safe to do so. 8.

Warden or responsible senior staff member delegates a staff member to check all rooms have been evacuated, or checks them themselves.

9. All staff to exit via safest door. Under no circumstances should staff return to office area for files or personal belongings

Code Yellow

- Flood/water leak emergency Follow these steps to deal with a flood/water leak emergency.

1. Isolate the source of the leak.
2. Render assistance to personnel if safe to do so.
3. Do not enter flooded areas.
4. Notify warden or responsible senior staff member on site.
5. Warden or responsible senior staff member to contact the Fire Brigade on 000.
6. Warden or responsible senior staff member to delegate a staff member to check all rooms have been evacuated, or check rooms themselves.
7. All staff to exit via safest door. Under no circumstances should staff return to office area for files or personal belongings.
8. Assemble at the evacuation assembly area
9. Warden or responsible senior staff member to do a head count.
10. Await all clear from fire chief and/or warden.

Code Yellow

- Gaseous explosion Follow these steps to deal with a gaseous explosion.



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1. Activate nearest fire alarm and contact the Fire Brigade on 000.
2. Isolate the gas source.
3. Turn off electricity.
4. Notify warden or responsible senior staff member on site.
5. Warden or responsible senior staff member to delegate a staff member to check all rooms have been evacuated, or check rooms themselves.
6. All staff to exit via safest door. Under no circumstances should staff return to office area for files or personal belongings.
7. Assemble at the evacuation assembly area (refer to the emergency evacuation diagram).
8. Warden or responsible senior staff member to do a head count.
9. Await all clear from fire chief and/or warden.

Code Purple

- Bomb/arson threat Police are responsible for the control of bomb threat actions. All procedures in the Policy and Procedures Manual are subject to instructions issued by the police officer in charge at the scene. Never ignore threats. If you receive a threat follow these steps.

1. Attract someone's attention to obtain assistance to notify the warden or responsible senior staff member on site.
2. Listen attentively and try to keep the caller talking.
3. Ask questions
4. Do not hang up. Leave the phone off the hook.
5. If safe, remain at telephone until instructions are received.
6. Fill out a 'Bomb threat checklist' as soon as possible. The warden or responsible senior staff member on site will contact Police on 000 for further emergency response instructions.



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Code Black

- Hold up/violent person

This code also includes an alcohol or drug affected person, property damage (inside or out), an aggressive person or any threat of an extreme nature. If a person approaches you or other staff members in a persistent manner, listen to their concerns, speak with and try to assist them. When you are confronted with aggressive or agitated behaviour:

- try to remain calm
 - seek help from other staff
 - do not attempt to resolve the situation. If faced with a hold up, a violent person or any threat of an extreme nature follow these steps.
1. Announce a code black (if possible).
 3. Do a group call to staff or contact most senior person on site.
 4. If possible ring the police on 000.
 5. Do nothing to provoke or confront the intruder.
 6. Observe offender's appearance (height, weight, age, clothing, speech, disabilities etc).
 7. Warn other staff and visitors unobtrusively. If possible, move the situation away from them.
 8. Be reasonably slow in handing over keys, money or information. Consider your safety

Infection control

Infection is caused by the transmission of disease causing microorganisms between people. Cross infection can be caused by:

- direct contact with bodily substances such as blood, saliva, mucous membranes, urine, faeces and other bodily fluids, secretions and excretions



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- contact with contaminated equipment and medical apparatus. Preventing the spread of infection in a healthcare environment involves the following practices.

Practising good hygiene

Hand washing is the single most important measure to reduce transmission of microorganisms. It is important to:

- wash your hands after going to the toilet, after blowing your nose and after smoking
- wash and dry your hands before and after patient contact
- do not use linen or cotton towels, use disposable paper towelling instead
- cover all cuts, sores and abrasions.

Wearing protective clothing

Wear protective clothing such as gloves, aprons, masks and goggles when contact with bodily substances is likely. Wash your hands immediately after gloves are removed to avoid transfer of microorganisms to other patients or environments.

Hazardous waste

Sharps such as needles and scalpel blades must be disposed of safely. This minimises the risk of injury and the transmission of disease. Sunny Family Practice uses sharps safes that meet Australian Standards. They are puncture resistant yellow containers that are clearly labelled and include the biohazard symbol. The person who uses the sharp is responsible for safely disposing of that sharp immediately after use. Do not force a sharp into the container or fill the sharps container beyond its recommended level - three quarters full. Sharps safes should be placed in a secure location out of reach of children. When three quarters full, sharps safes should be securely stored in the waste collection area. Blood spills and other bodily substances There are standard precautions used in medical environments when dealing with patients regardless of their infectious state or perceived risk to the health of others.

The standard precautions apply to the handling of:

- blood
- dried blood
- saliva
- all other bodily fluids, secretions and excretions



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- non-intact skin
- mucous membranes.

The precautions staff must take when dealing with these substances include the following.

- Wear latex gloves and use disposable hand towels to clean up blood spills or any other bodily substances.
- Place the contamination in a biohazard waste container.
- Clean the area thoroughly with detergent and apply undiluted disinfectant such as White King to the area.
- Dispose of the gloves and wash your hands thoroughly.

Waste collection

Sunny Family Practice has engaged the services of QML Pathology for the disposal of sharps and other hazardous waste from the clinic. QML will collect and replace sharps safes and biohazard waste containers when required. If additional collections are required, call the service on 07 3121 4444.

Needlestick and sharps injuries

Treating the contamination site If blood gets on the skin, irrespective of whether there are cuts or abrasions, wash the area well with medicated soap and water. Flush with a solution of one part bleach to twenty parts water. If the skin has been penetrated allow the wound to bleed to assist in flushing out the contamination. If the eyes are contaminated, flush the eye area thoroughly with water or normal saline solution. If blood gets in the mouth, rinse the mouth with water several times.

Reporting the incident

Report the incident immediately to the Practice Manager or senior doctor in charge. The doctor in charge will arrange for blood to be taken from the staff member as soon as possible. If a known source individual is involved in the incident, blood should be taken from the source individual and tested for blood borne viruses. This should be done with the informed consent of the source individual. This should be collected and processed immediately after the incident. An injury/incident report will need to be completed, which includes:

- the date and time of the incident
- how the incident occurred



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- the nature of exposure (for example whether the affected person has been stabbed by a syringe or other sharp or been splashed in the eye)
- name of the source individual (if known).

Counselling If the source individual is known to be positive for HIV antibody, Hepatitis B and/or Hepatitis C, consultation with a health professional with experience in the management of these infections should be arranged for the staff member. It is important to deal with a needle stick injury immediately, as in some cases preventative medication can be offered to the affected individual to reduce the risk of infection.

Manual handling techniques

Before you lift ask yourself whether the job could be done in a different way. For example, can you:

- get someone to help you

Assess the weight of the load before you lift. Only carry loads you can handle with ease. Prepare to lift

- Stand close to the load with your feet spaced apart.
- Bend at the knees, keep your spine straight.
- Grip the load firmly.

Lift

- Tighten your stomach muscles.
- Lift by straightening your legs.
- Keep your back and neck in a straight line (never bend from the waist).
- Do not twist, move, or jerk suddenly.
- Do not lift objects higher than your waist.

Move and carry

- Keep the object close to your body.
- Take short steps and move carefully.
- Avoid sudden or jarring movements.
- Make sure that your path is clear.



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Lower

- Keep your back and neck in a straight line.
- Tighten your stomach muscles.
- Bend at the knees (never bend from the waist).
- Place the load firmly on the ground.

Making your workstation safe

Whenever you are working at a computer screen, it is important that the screen is placed correctly in relation to your body to avoid any back, neck or eye strain. To do this you need to consider the following. **Seat height** Check the seat height in relation to the height of your desk. Adjust your seat height so that your thighs are parallel to the floor and your feet are flat on the floor. If you need to raise your seat height and your feet are not touching the floor, use a footrest to maintain a stable position. **Back support** Sit up straight and adjust the backrest of your chair so that it supports the natural curve of your lower back. Most office chairs adjust in and out as well as up and down to allow this. **Arm position** Your elbows should be at or just below the level of the keyboard so that your arms and wrists are in the most relaxed position for keying.

Screen height and position

Position your computer screen at a height, distance and angle so that your neck and back are comfortable as you view the screen. Position your documents at a suitable height. You might need to use a document holder for this.

Injury/incident reporting

A record is required to be kept for every work injury, work related illness or dangerous occurrence at the clinic where a person has or may have been harmed.



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