

▶ SMARTCLINICS CHERMSIDE

SmartClinics Chermside is an AGPAL Accredited medical facility with a focus on preventative medicine as well as looking after your immediate medical needs.

SERVICES AVAILABLE

General medicine	Women's Health
Men's Health	Child Immunisations
Minor Surgery	Diabetes Control
Skin Checks	Asthma Care
Sports Injuries	Counselling
Sexual Health	Health Assessments
Wound Care	Travel Vaccinations

Pre-employment Medicals
Preventative Health Checks
Cardiovascular Risk Assessment
Mental Health Management
Family Planning: Antenatal and Postnatal care

▶ DOCTORS

SmartClinics Chermside provides comprehensive primary care for patients both in surgery and out of surgery environments. It has a family-based focus and is staffed by well qualified doctors with extensive experiences.

Each doctor has a commitment to general practice and to continuing medical education. All doctors are trained in the care of Children and Adult medicine and take a special interest in the care of the elderly.

▶ OUR RECEPTIONISTS

Our receptionists have been especially chosen for their qualifications and competence to deliver excellent, caring service to our patients.

▶ TRANSFER OF MEDICAL RECORDS

This Medical Centre will provide, on receipt of a formal request from your new doctor, a copy or summary of your medical file. There may be a fee for this service.

▶ MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this Medical Centre to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

▶ INTERPRETER SERVICE

Should you require the services of an interpreter during a consultation with the doctor, please tell the receptionist when making the appointment for you or your family member or phone 131 450 for a telephone translator service.

▶ PATIENT FEEDBACK

This Medical Centre is always happy to receive feedback and suggestions that may improve our services. All feedback will receive full consideration. A box is provided at reception for your suggestions. From time to time, we may invite patients to complete a survey on their perception of the Centre. These surveys are confidential and help us to improve our service to you.

You can also email feedback from our website www.smartclinics.com.au

Further assistance is provided by the Office of the Health Ombudsman, Queensland:
PO Box 13281 George Street, Brisbane QLD 4003 or phone 1330HO (133646)

SmartClinics Chermside

Shop 212, Westfield Chermside
Cnr Gympie & Hamilton Roads
Chermside, QLD 4032
T: (07) 3177 9500 F: (07) 3359 0750
smartclinics.com.au

Emergencies Dial 000



Welcome to our
Family Medical Centre

OPENING HOURS

Monday to Sunday: 7:00am – 9:30pm
Open All Public Holidays except Christmas Day

THE DOCTORS

Dr Janan Al Bahadly – MBBS, FRACGP
Dr Stephen Cook – MBBS, FRACGP
Dr Cheng Guo – MBBS, FRACGP
Dr Madhu Lakshmaiah – MBBS, FRACGP
Dr Matt (Seyed) Mousavifard – MD, FRACGP
Dr Amitosh Mondal – MBBS, FRACGP
Dr Samuel Neller – MBBS, FRACGP
Dr Sean Pham – MBBS, FRACGP
Dr Francis Yeung – MBBS, FRACGP

▶ APPOINTMENTS

We run an appointment system. Patients with appointments will have preference except in emergencies. You can make an appointment with any of the doctors by telephoning or in person at the Centre or online at www.smartclinics.com.au. Please let our receptionist know if you require prompt attention for matters such as chest pain, burns, eye injury etc.

Appointments are normally made at 10-15-minute intervals. If you feel you need a longer consultation, please notify the receptionist when making your appointment.

We have made running to time a high priority, but emergencies do happen, straightforward matters do have a habit of turning into longer consultations. Please phone the Centre before your appointment to check whether your doctor is running on time. For continuity of care, it is recommended to see your usual doctor, however if they are unavailable, you are welcome to see one of the other doctors in the Medical Centre.

A fee may be charged for non-attendance of an appointment.

▶ AFTER HOURS SERVICE

SmartClinics provide our own after-hours service; simply phone the clinic number to access these services afterhours.

▶ HOME VISITS

House calls can be arranged at the discretion of your doctor. Please remember that some problems are better managed at the surgery.

▶ PHONE MESSAGES

The doctors are contactable during their surgery hours by phone. Patients are requested to book a telehealth appointment to speak to their doctor. If the matter is urgent, the doctor may accept your call or contact you as soon as practicable.

▶ FEES AND BILLING ARRANGEMENTS

We are a Mixed Billing Medical Centre.

Patients are asked to pay in full on the day of consultation. The surgery accepts Cash, Visa, MasterCard and EFTPOS.

Our fees are displayed at reception or can be obtained by ringing the receptionist during our opening hours.

Only Children under 5 years of age and DVA Gold card holders will be bulk billed during 8am-5pm Monday to Friday. All appointments outside these hours will incur a private fee.

This Medical Centre also provides HIC OnLine services enabling patients to receive their Medicare rebate refunds via Medicare Online. Funds should be received via Easy claim or into patient's accounts within 2-3 business days.

If you are referred to an Allied Health worker or Specialist, we advise that you inquire about their fees and other costs that may arise.

Treatment room fees will apply where applicable. Please speak to reception staff for further information.

▶ SPECIALIST REFERRALS

An appointment is necessary for a referral to a specialist. Legal requirements prevent back-dating of referrals so please ensure you have a valid referral before your specialist appointment.

▶ IMMUNISATIONS

Please provide advanced notification for your immunisation appointment and if necessary, remember to bring your Childhood Immunisation Book on the day of appointment.

▶ VACCINATIONS FOR OVERSEAS TRAVEL

It is highly recommended that you speak with your doctor to ensure adequate coverage. You can purchase the vaccines from clinic or obtain a script from your doctor to acquire the relevant vaccine/s from your local chemist. Please ensure you have sufficient time to be vaccinated prior to your overseas holiday

▶ PRESCRIPTIONS AND PATHOLOGY RESULTS

Generally, NO repeat prescriptions will be given without making an appointment to see your doctor.

An appointment is required to discuss all pathology results unless doctor has instructed differently.

▶ WORKERS COMPENSATION

Payment of all Workcover claims is the responsibility of the patient. Accounts are to be settled at the time of consultation and then forwarded to Workcover for reimbursement.

Please inform the Receptionist and doctor that the visit is a work-related issue.

▶ CARE PLANS AND HEALTH ASSESSMENTS

Your health is important to us. To ensure you are receiving the best possible medical care this Medical Centre provides comprehensive medical care plans tailored to your needs, e.g., Chronic disease management and Health Assessments such as 45 – 49 yrs. old and over 75's, Aboriginal and Torres Strait Islander annual health assessments, Mental Health Plans, etc.

▶ RECALLS AND REMINDERS

This Medical Centre also has a reminder system in place for follow up services such as Pathology results, Immunisations, Pap Smears, Health Assessments etc. A phone call/ SMS/ email or personal letter is sent to assist you in the monitoring of your health. Our Centre participates in the National & State Government Reminder Systems e.g., Pap Smears. If you do not wish your information to be passed on, please notify your doctor at time of consultation.