

# GCMC

Gold Coast Medical Centre

## Welcome to GCMC



### Vision Statement

**We are dedicated to providing the highest quality service with the shortest waiting time to all our patients, to ensure you receive the best care possible.**

#### Surgery Hours

Monday – Friday 7:30am – 5:00pm  
Saturday 9:00am – 12:00pm

**10/465 Oxley Drive Runaway Bay QLD 4216**

**Ph: 07 5500 6555 Fax: 07 5500 6559**

**After Hours: 137425**

Website: [www.goldcoastmedicalcentre.com.au](http://www.goldcoastmedicalcentre.com.au)

Email: [info@goldcoastmedicalcentre.com.au](mailto:info@goldcoastmedicalcentre.com.au)

## Our Team – Practitioners

### **Dr Reza Madah**

**General Practitioner/Practice Principal  
FRACGP, MD**

- *Has an interest in all areas of General Practice, including Cardiovascular, Chronic Disease Management, Diabetes, Respiratory, Asthma and Cosmetic medicine*
- *Medical Officer at Pindara and Allamanda Private Intensive Care Units*
- *Available all day Monday to Friday and Saturday mornings*

### **Dr Syed Taqvi      General Practitioner FRACGP      MRCS, MD**

- *Has an interest in all areas of General Practice, including Skin Procedures, Emergency Medicine, Chronic Disease Management and Palliative Care*
- *Emergency officer at Pindara Private Hospital*
- *Experienced in Palliative Care*
- *Available all day Monday and Friday morning*

### **Dr Dale Fox      General Practitioner FRACGP MBChB**

- *Has an interest in all areas of General Practice, with a special focus on women's health.*
- *Dr Dale is available Friday afternoon.*

## **Dr Paula Hade General Practitioner**

### **BSc MBBS**

- *Graduated from the University of Queensland in 2009.*
- *Experienced working at the Mater Hospital Brisbane in Emergency Medicine before commencing her general practice training.*
- *Enjoys all aspects of general practice with a special interest in women's and children's health, as well as preventive health.*
- *Available all day Monday, Tuesday, Thursday, Friday and Saturday mornings*

## **Dr M Javadi**

### **FRACGP**

- *Special interest and expertise in skin cancer medicine and is **Skin Cancer College Accredited**.*
- *He has completed high level training with the Skin Cancer College Australasia.*
- *He is also a senior medical officer of Dermatology at Gold Coast University Hospital.*
- *Available every Wednesday morning*

## **Registered Nurse**

Cassie Liang

## **Practice Personnel**

Practice Manager:

Dr Reza Madah

Reception Staff:

David

## **Appointments**

Gold Coast Medical Centre operates on an appointment basis. New patients are given longer appointments, as our doctors like to cover medical

history and ongoing concerns. If you are a regular patient and require a longer appointment, for example care plan or Pap smear; please let our staff know so that we can accommodate your needs.

**Your time is valuable** and we strive to be running on time at all times, with minimal waiting. Sometimes emergencies do occur, making delays inevitable, if this happens you will always be informed of the approximate waiting time and we appreciate your patience and understanding.

***If you are unable to attend your appointment, please let the surgery know as soon as possible.***

Although Gold Coast Medical Centre has had a cancellation policy, recently a number of patients, many new patients, have not attended their appointments and have not given notification to change their appointment. A cancellation fee of \$40 may apply. See our website for more details.

Our doctors want to be available for your medical needs and the medical needs of all our patients. When a patient does not show for a scheduled appointment, another patient loses an opportunity to be seen.

To keep waiting times to a minimum, unlike other practices, we don't double book patients.

**On line booking of appointments is available for existing patients via our website or download the Appointuit app.**

## Services Provided Include

<b>Chronic Disease Management</b> <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Lung disease</li> <li>• High Blood Pressure</li> <li>• Cardiovascular</li> <li>• Osteoporosis</li> <li>• Chronic Kidney Disease</li> <li>• Arthritis</li> </ul>	<b>Women's Health</b> <ul style="list-style-type: none"> <li>• Pap smears</li> <li>• Hormone Replacement Therapy</li> <li>• Family Planning</li> <li>• Pregnancy testing</li> <li>• Antenatal Care.</li> </ul>
<b>Men's Health</b> <ul style="list-style-type: none"> <li>• Prostate checks</li> <li>• Impotence management</li> <li>• Health management</li> <li>• Chronic disease screening and prevention.</li> </ul>	<b>Child Health</b> <ul style="list-style-type: none"> <li>• Well baby checks, vaccinations</li> <li>• Feeding and lactation advice</li> <li>• Early child-hood screening.</li> </ul>
<b>Allied Health</b> <ul style="list-style-type: none"> <li>• Dietician</li> <li>• Podiatrist</li> <li>• Medlab Pathology</li> </ul>	<b>Travel Medicine</b> <ul style="list-style-type: none"> <li>• Vaccinations, travel pack, and electronic medical record</li> <li>• We stock most vaccines required by travellers and these are available for purchase</li> </ul>
<b>Procedures</b> <ul style="list-style-type: none"> <li>• Minor operations e.g. wound repair, skin lesion removal and biopsy.</li> <li>• ECG</li> <li>• Lung function testing</li> </ul>	<b>Cosmetic</b> <ul style="list-style-type: none"> <li>• Anti-wrinkle treatment</li> <li>• Dermal fillers</li> <li>• Chemical peels</li> <li>• Acne treatment</li> <li>• IPL treatment – skin rejuvenation, pigmentation &amp; hair removal</li> </ul>

## Schedule of Fees

A detailed list of fees is on display in the waiting room and available on our website.

<b>Eligible Bulk billed services</b>	
Children under 16 years	Bulk Billed
Pensioners and health care card holders	Bulk Billed
*Repeat script, repeat referral or quick review results	Bulk Billed
DVA Gold Card Holders	Bulk Billed

\*Conditions apply for repeat scripts. Gold Coast Medical Centre does not issue repeat scripts for narcotics, sedatives, hypnotics, anaesthetics benzodiazepine, PBS restricted drugs, authority scripts and medication requiring monitoring otherwise a fee will apply every time.

\* A fee will apply for lengthy consultations for results and repeat referrals.

Patients over the age of 16 and who do not meet the above criteria a full consultation fee will apply and is payable at the time of the consultation and will differ on the type of consultation. This comprises of the Medicare rebate and \$30 out of pocket. (See below table)

Level of Consultation	Fee payable	Medicare rebate
Level B	\$68	\$38 approx.
Level C	\$104	\$74 approx.
Level D	\$140	\$109 approx.

We are able to lodge your Medicare claim for you, through Medicare Australia Ezyclaim service, ensuring you receive your rebate as quickly as possible.

A fee of \$15 to \$30 may be charged for any consumables used by the practice in the delivery of your care – e.g. dressings or disposable equipment for skin excision or minor procedures. You will always be advised of the cost prior to any procedure taking place.

Some consultations such as pre-employment, insurance, commercial driving licence (Uber etc), cosmetic are not eligible for a Medicare rebate.

We accept payment via cash, EFTPOS and most major credit cards.

### **Home Visits**

Home visits are available for registered patients, whose conditions limit them from attending the surgery. An appointment is required to enable the doctor to set aside the appropriate time to tend to your needs. We encourage our patients to attend the practice whenever possible as all the equipment and resources are not available in the home. An out of pocket fee may be charged for home visits.

### **After Hours Care**

In case of emergency please dial 000 for an ambulance. For After Hours Service, please ring The National Home Doctor Service on 137425 (13SICK).

We recommend a follow up appointment with us within the next 24 to 48 hours after seeing The National Home Doctor Service.

## **Health Information and privacy**

Our practice values your privacy, all health and personal information is treated with the utmost confidence. Under no circumstances will your health or personal information be released to a third party without your written consent. Our medical records are computerised and protected by the highest standard of electronic information security available. We will seek your consent to send follow ups and reminders electronically by SMS.

Our Privacy Policy can be located in the privacy section of the Gold Coast Medical Centre website. This privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Each time this policy is amended or changed, patients will be informed of amendments and directed to the website to view the policy via waiting room sign and group email sent via Appointuit.

Hard copies are always available at reception for patients who do not have access to a computer.

## **Equipment**

Ensuring your safety, all equipment used in the practice is either single patient use or sterilised in accordance with RACGP guidelines.

## **Vaccines and travel medicines**

We stock a full range of vaccine and travel medicine available for purchase at a competitive price.



## **Results**

We always prefer to see you in person for the results of tests within one week so we can properly discuss and advise you of the results and future plan of action. Always collect your results from the doctor following a blood test, biopsy or scan / X-Ray. We do not give results over the telephone or send via email. And do not assume no news is good news.

## **Availability of Doctors by Telephone**

If you wish to speak with a doctor regarding your care, and the doctor is with a patient, a message will be taken. We prefer our patients to have uninterrupted consultations, so that they too can make the most of their time with the doctor.

Please note: if your call is an emergency, please inform the reception staff and your call will be dealt with immediately by the doctor or nurse on staff.

**In an extreme emergency, please always dial 000.**

## **Contact by email**

Please do not contact the doctors via email for any urgent matters. All email enquiries will be followed up by a telephone call either from the doctor or a staff member.

Please note we are unable to guarantee privacy through email, therefore personal and/or confidential information will not be discussed nor released via email.

## **Patient Feedback**

We welcome both positive and negative feedback, to help us provide you with the best quality care. If you wish to have any concerns with any aspect of our practice known, please speak to one of our friendly doctors, nurses or reception staff.

Feedback will be dealt with in an efficient, confidential and professional manner. You are also welcome to submit your concerns in writing to the practice. A feedback box with forms is located in the reception area. Alternatively our postal address is Suite 10/465 Oxley Drive, Runaway Bay 4216.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

In the unlikely event that we are unable to address your issue to your satisfaction the Office of the Health Ombudsman may also be contacted by calling 133OHO (133646) or write to PO Box 13281 George Street, Brisbane 4003 or email [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au) or visit [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

## **Tips to assist us to provide you with the best care and service:**

Learn about your conditions and treatment. Inform the doctor if you have concerns or questions about a

treatment plan or medication you might be on or thinking about.

Ask questions at any time during your care, whether it be during your consultation, in writing or through a phone call to the practice.

A comprehensive medication and allergy list is always extremely helpful to both yourself and the doctor. This helps the doctor to make an informed decision towards the best care possible.

### **De-identified Data Sharing**

Gold Coast Medical Centre share's de-identified population health data for quality improvement and evaluation purposes as per the RACGP Standards for General Practice (5<sup>th</sup> Edition). And is managed in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained therein, Personally Controlled Electronic Health Records Act 2012 (Cth), the Information Privacy Act 2009 (Qld) and any other applicable law relating to privacy. Patients can opt out of de-identified data sharing activities anytime by speaking to the Practice Manager.



## PARADISE POINT OPEN 7 DAYS

• Mon - Sat 8am - 7pm • Sun 8am - 6pm

30 The Esplanade, Paradise Point QLD 4216

**PH: 07 5577 1939**

paradisepoint@chempro.com.au

FAX: 07 5577 1855

**chempro**  
CHEMISTS

Ask us about our



# 1<sup>st</sup> CHIROPRACTIC

5563 9922

Suite 6/455 Oxley Drive Runaway Bay



### *AFLA Physiotherapy*

*1C/465 Oxley Drive, Runaway Bay*

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### Dr Donna Griffiths & Dr Rose Gillett Clinical Psychologists

At InMind 4 Health we work with a broad range of psychological difficulties, tailoring our services to suit the individual's needs. We have special interests in psycho-oncology, fertility difficulties, persistent pain, trauma, attachment and addiction.