

## Recalling Patients

This practice has a recall system in place that allows patients to be recalled for any procedures, tests, preventative care or appointment that may be required. These recall letters/SMS messages are sent to patients using the recorded information you supplied. **If your personal contact details change at any time it is important to notify us of this.**

## Confidentiality & Privacy

Privacy and confidentiality has always been a high priority at our practice, as sensitive information about patients and their families is collected and recorded as part of quality medical care. Patient information will not be released to any party without your consent. **If any of your personal details change, please notify us.**

All the staff working at our practice have signed a confidentiality agreement to maintain security of health records/information. This practice also meets the standards on the Royal Australian College of General Practitioners concerning privacy and confidentiality. If you would like to see our Privacy Policy, please ask one of our staff.

## Feedback & Complaints

If you would like to give us feedback about our services, or if you have a complaint, please put it in writing addressed to the Practice Manager [manager@urmc.com.au](mailto:manager@urmc.com.au). We also have forms at reception for you to fill in and place in our feedback box. We will review your concerns and reply to you. If you are not satisfied with our responses to a clinical complaint, you are entitled to have it considered by the Office of Health Ombudsmen email [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) or phone 133 646.

## SERVICES

Chronic Disease Management

Excision of skin lesion

Minor procedures including

Suturing of lacerations

Cryotherapy

Diabetic Care and Education

Spirometry: Lung function testing

Asthma Care Plans

Cervical Screening

Implanon

Pregnancy Tests

Ante-natal Care

Preventative health care

Child, Adult & Travel Vaccinations

Pre-employment Medicals

### CONTACT US

1199 Riverway Drive

Rasmussen QLD 4815

Phone: (07) 47740299

Fax: (07) 47890267

Email: [reception@urmc.com.au](mailto:reception@urmc.com.au)

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

Facebook page

<https://www.facebook.com/UpperRossMC>

## UPPER ROSS MEDICAL CENTRE

### Hours

**Monday-Thursday 8am-7pm**

**Friday 8am-6pm**

**Saturday 8am-1pm**

**Sunday 8am-1pm**

**Public Holidays - 8am -1pm**



**PHONE: (07) 4774 0299**

**FAX: (07) 4789 0267**

## **Overview**

The Upper Ross Medical Centre is a family oriented medical practice. Our philosophy is to provide professional quality health care to all members of your family. We are an AGPAL accredited practice.

## **Appointments**

This practice operates an appointment system. All emergencies will be seen immediately. All sick children will be seen the same day that an appointment is sought. We also accept walk ins. Some appointments take longer, such as excisions and care plans. Please notify staff when making these appointments to ensure the correct time is allocated. Ask our receptionist about SMS options. We also offer online appointments via our website [www.urmc.com.au](http://www.urmc.com.au). We understand your time is valuable and we try very hard to adhere to our appointment schedule. The unpredictable nature of medicine means sometimes Doctors run behind.

## **Test Results and X-Rays Results**

It is important that you **ALWAYS** follow up results of any tests or investigations your doctor may have ordered. Appointments are to be made for test results and to review x-rays. Your doctor has ordered these as a process to managing your health and you are required to consult your doctor to obtain results. Due to privacy laws information regarding results will only be given to the patient or parent/guardian involved.

## **Immunizations**

The full ranges of standard vaccines are kept at the surgery and are available for children and adults. All immunizations are given at any time but a consultation with a doctor is required

## **Telephone contact with Doctors**

Telephone contact with your Doctor is available at this practice. Initial contact is with our practice staff, which will assess the patient's needs/requests, and if necessary, the Doctor will return your call.

## **Home visits and Nursing Home Care**

Where patients are unable to attend the practice, some of our Doctors will do home visits when need is genuine. Palliative care patients are also attended to on this basis. We offer continuing care for Nursing Home patients

## **After hours care**

We offer after hour's service for medical treatment out of normal business hours at a fee of \$250. This is payable at time of consultation. (Medicare Claimable) Details for this service are left on our after-hours message daily – phone 47740299 to hear message.

## **Fees**

We bulk bill all consultations for patients that hold a current Medicare card, with the exception of any consultations not covered under Medicare (e.g insurance and pre-employment paperwork) These will be charged accordingly. Please ask when booking appointments. We accept most Credit Cards (Visa, MasterCard), EFTPOS (no cash withdrawal facilities) NO personal cheques. Concession cards and current Medicare cards should be viewed when asked.

## **Pre-employment**

Pre-employment medicals are accommodated at the Upper Ross Medical Centre. Appointments are required. Please notify staff when making your appointment so

that extra time can be allocated for these appointments.

## **Workers Compensation**

Work related injuries can be managed at this centre. All work-related injury consultations completed prior to the issue of a claim number are to be **paid by patient at the time of consultation**. Once claim number is received accounts for such injuries will be given to the patient for forwarding to the relevant authority. If, however, they do not accept liability and refuse to pay the account, the patient will be responsible for any outstanding fees.

## **Doctors**

Dr Martin Perez Gonzalez  
Dr Olga Castillo Gonzalez  
Dr Nazila Karami Nogourani  
Dr Parvathi Cholangi  
Dr Shahead Chowdhury  
Dr Sandra Nguy (Registrar)  
Dr Elizabeth Harrison (Registrar)  
Dr Mohamed Nour Ali Elsheikh (Registrar)

## **Practice Staff**

**Practice Manager** – Kerrie  
**Nurses** – Anne, Natalie, Maria  
**Receptionists:**  
Natalie, Gabrielle, Stephanie  
Rhiannon, Dennis

## **Co-Located Allied Health Team**

Mental Health Nurse: Wendy Murcia  
Psychologist – Glenda Blackwell  
Mental Health Social Worker: Donna Curro  
Dietician – Jess (Alliance Rehabilitation)  
Exercise Physiologist – Jaymie (Achieve Exercise Physiologists)  
Podiatrist – Ian (Ian's Podiatry)