



## The Doctors

**Dr Leo Blanco** MBBS, FRACGP, Cert of Skin Cancer

**Dr Ken Stark** MBBS, LLB (Hons), FRACGP

**Dr Parul Christian** MBBS, MS Ophthal, Dip Paeds, Clinical PhD

**Dr Mankirat Singh** MBBS, BSc(Hons)

**Dr Lucy Ong-Garza** MD, MBBS

**Dr Laleh Andalib** MD

**Dr Nafiza Nisha** MD

## Our Staff

**Nursing:** Tracey, Monique, Rachel, Helena, Susan,  
Karen

**Practice Manager:** Vicki

**Admin:** Jan T

**Reception:** Vikki, Nichola, Marie, Melissa, Lyn,  
Tanya, Zoe, Dakota

## 4Cyte Pathology

Monday to Friday: 7.00am – 4.00pm

Closed during lunch 12.00pm – 12.30pm

## After Hours Emergency Care

For urgent medical assistance outside of normal  
practice hours, call **000** for Qld Ambulance.

## For after-hours medical care please contact

Hello Home Doctor: Ph 134 100 (Bulk Billed)

[www.hellohomedoctor.com.au](http://www.hellohomedoctor.com.au)

or

Caboolture Public Hospital Emergency Department

## Home Visits

Our doctors make visits to regular patients where it is safe and reasonable. Please discuss this with your doctor if you feel you will require ongoing home visits.



## PRACTICE INFORMATION

At Goodwin Drive Family Medical Centre, we strive to provide the highest standards in patient care and offer a holistic approach towards diagnosis, treatment, and ongoing management options.

We are committed to promoting health and well-being through preventative health strategies and strongly encourage you and your family to maintain an ongoing rapport with your regular family GP.

## Accreditation

Goodwin Drive Family Medical Centre is an AGPAL accredited practice. Our practice has met accreditation standards that are set and monitored by the Royal Australian College of General Practitioners (RACGP)

The purpose of these standards is to protect patients from harm by improving the quality and safety of health services.



The RACGP standards cover such areas as:

- ❖ Rights and needs of patients
- ❖ Quality assurance and education
- ❖ Practice administration
- ❖ Access and availability of doctors and staff

For further information visit [www.agpal.com.au](http://www.agpal.com.au)

## Appointment Structure

Patients require an appointment to see a doctor. We have emergency appointments available within our appointment schedule to accommodate **urgent** medical issues which have been triaged with a Doctor or Nurse.

Appointments can be made with a GP of your choice depending on availability by:

- ✓ Calling the practice on (07) 3410 1122;
- ✓ Booking online via our website; or
- ✓ Downloading the HotDoc app on your phone.

## Consultation Types

- ❖ Short: <5 mins (eg. Repeat script)
- ❖ Standard: 5-19 mins (1 issue)
- ❖ Long: 20-39 mins (2-3 issues)
- ❖ Prolonged: 40-59 mins (3-4 issues)
- ❖ Telephone: 5-19 mins (existing patients only)

## Calls & Electronic Communication

Phone calls are answered by reception staff. It is necessary to make an appointment to see a doctor or to get results. SMS reminders are available if you choose:

- ✓ Scheduled appointments.
- ✓ Clinical reminders, eg. Skin checks, cervical screening, care plans.
- ✓ Preventative Health Reminders, eg. Flu Season, Health Awareness campaigns.
- ✗ For patient privacy, email is not used to send or receive your health information.

Shop 1 / 235 Goodwin Drive

Bongaree Q 4507

P: 07 3410 1122

F: 07 3410 0903

W: [www.goodwindrivemedical.com.au](http://www.goodwindrivemedical.com.au)

## Practice Hours

Monday to Friday: 7.00am – 6.00pm

Saturday: 8.00am – 12.00pm

Hours may be subject to change depending on doctor availability on the day

- **All fees** are at the discretion of individual Doctors. Please be aware they may use their own Schedule of Fees that differ from the listed Standard Practice Fees.
- **Bulk Billing** is at the individual Doctors discretion but may be available for patients U16 or those with Pension or DVA Cards.
- **Discounted Billing** is at the individual Doctors discretion but may be available for patients with a Health Care Card.
- **After Hrs billing** applies before 8.00am Monday to Friday & after 12pm Saturday.

Service	Day Time	Bulk Billed Under 16 Pension DVA GC & WC*	Private	Private with Health CC Seniors HCC
Short (<5mins)	Mon - Fri	✓	\$59.00 <i>(OP \$40.15)</i>	\$49.00 <i>(OP \$30.15)</i>
	Sat **		\$69.00 <i>(OP \$50.15)</i>	\$64.00 <i>(OP \$45.15)</i>
Standard (5-19 mins)	Mon - Fri	✓	\$80.00 <i>(OP \$38.80)</i>	\$70.00 <i>(OP \$28.80)</i>
	A/Hours		\$92.00 <i>(OP \$50.80)</i>	\$87.00 <i>(OP \$45.80)</i>
	Sat**		\$92.00 <i>(OP \$50.80)</i>	\$87.00 <i>(OP \$45.80)</i>
Long (20-39 mins)	Mon - Fri	✓	\$117.00 <i>(OP \$37.30)</i>	\$106.00 <i>(OP \$26.30)</i>
	A/Hours		\$128.00 <i>(OP \$48.30)</i>	\$123.00 <i>(OP \$43.30)</i>
	Sat **		\$128.00 <i>(OP \$48.30)</i>	\$123.00 <i>(OP \$43.30)</i>
Prolonged (40-59 mins)	Mon - Fri	✓	\$154.00 <i>(OP \$36.60)</i>	\$144.00 <i>(OP \$26.60)</i>
Telehealth (5-19 mins)	Mon - Fri	✓	\$80.00 <i>(OP \$38.80)</i>	\$ 75.00 <i>(OP \$33.80)</i>
Script repeat without Consult		\$35.00 No Rebate	\$35.00 No Rebate	\$35.00 No Rebate
Skin Check (Short 5-19 mins) (Long 20-29 mins)		✓	\$100.00 <i>(OP \$58.80)</i>	\$90.00 <i>(OP \$48.80)</i>
			\$135.00 <i>(OP \$55.30)</i>	\$125.00 <i>(OP \$45.30)</i>
Cryotherapy (10+ Lesions)		✓	\$60.00 <i>(OP \$23.15)</i>	\$50.00 <i>(OP \$13.15)</i>
Biopsy*** (Non-Malignant)		✓	\$85.00 <i>(OP \$36.35)</i>	\$75.00 <i>(OP \$26.35)</i>

\* DVA white card bulk billed only for approved conditions  
 \*\* Saturday appointments depending on doctor availability  
 \*\*\* Doctor will advise prior to procedure if biopsy fee is higher

**Fees effective 10.07.23**

**These services are bulk billed for ALL patients:**

- ✓ Procedures including excisions and sutures but excluding biopsies.
- ✓ Testing, incl. pregnancy, ECG, Audio, Spirometry
- ✓ Mental Health Care Plans
- ✓ GP Management Plans with or without Team Care Arrangements for Enhanced Primary Care referrals
- ✓ Health Assessments meeting Medicare criteria

**Note:**

- **Medicare Rebates** only apply to attendance items and cannot be claimed if a consultation either face to face or via telehealth does not occur.
- **Medicare does not cover:**
  - Commercial Drivers Licence
  - Medical records/reports for Insurance, Legal or other agencies
  - Employment Medical
- **Transfer of medical records:**  
A fee of \$33.00 applies for the transfer of full patient records regardless of concession status.
- **Subject to Doctors Discretion:**  
Not all medications will be prescribed without a consultation.
- **Repeat prescriptions or referrals** without an attendance incur a fee of \$35.00.

**\$50.00 Non-Attendance Fee**

This fee applies for **ALL** appointments not cancelled 2 hours prior to the appointment and **will need to be paid prior to future appointments being made.**

**Recall Appointments**

To receive test results, eg. pathology, x-rays, ultrasounds etc an appointment with your doctor is required. An SMS text will be sent to ask you to call the practice to make a "Recall Appointment" as per your doctor's instructions. For patients with a landline only, our staff will contact you by phone.

Doctors receive results normally within 48 hours, so Patients are able to book their appointment in advance to avoid delay in receiving results.

**Waiting Times & Bookings**

Our doctors and nurses have a specific and strict booking system and therefore our reception staff must adhere to this. Please respect and acknowledge that our receptionists will always try to accommodate our regular patient's needs and requirements, whilst adhering to our booking policies.

**Zero Tolerance Policy**

In line with RACGP zero tolerance guidelines on abuse of patients and staff, this Practice **WILL NOT** tolerate any incidents of violence, aggression and/or rudeness by **ANY** patient to the Practice staff and/or patients either physically or verbally. Failure to comply will result in transfer of your care to another practice.

**Complaints**

We are happy to discuss and address any issues or concerns that you may have regarding your care whilst attending our practice. This can be done in the clinic, over the phone or if preferred a complaint can be lodged in writing. Any, and all complaints will be dealt with in a timely manner by our Practice Manager or representative. If this matter cannot be resolved despite the best efforts of our staff, the patient can contact the Health Ombudsman at

<https://www.oho.qld.gov.au>

However, we are unable to respond to negative or defamatory reviews on social media platforms due to confidentiality restrictions, regulations and ethical codes.

Therefore, it is Practice Policy that we will not continue to provide services to individuals that leave such reviews as these acts undermine the ideal Doctor-Patient relationship and quality of care. Posting of such reviews will act as a termination of care (life threatening emergencies excluded).

Defamatory comments which may impact on the reputation of Goodwin Drive Family Medical Centre, its doctors or Staff may result in legal action.