



greenslopes family practice

## Practice Information Sheet

7 Plimsoll Street  
Greenslopes Qld 4120  
P: (07) 3397 1875  
F: (07) 3397 3310  
E: [reception@gfpgreenslopes.com.au](mailto:reception@gfpgreenslopes.com.au)

### Appointments

Appointments are available Monday to Friday between the hours of 8.00am and 6.00pm.

If you require a Doctor after hours our phone number will divert to the National Home Doctor Service. Alternatively, you can call direct on 13SICK (13 74 25) to arrange an after-hours visit.

**If you are experiencing a medical emergency, please call 000 immediately.**

### Fees

Greenslopes Family Practice is a private billing clinic. Patients who hold a current Centrelink Pension card & children 12 or under will be bulk billed. Health care card holders will be invoiced at a concession rate.

Payment is required on the day; if you have your account details registered with Medicare we can send your claim to Medicare for your rebate to be paid into your bank account.

Our standard fees are –

Item Number	Fee	Rebate	Out of Pocket (Gap)
23 (standard appointment)	\$78.00	\$37.60	\$40.40
36 (long appointment)	\$125.00	\$72.80	\$52.20
44 (extended appointment)	\$185.00	\$107.15	\$77.85

### Results Follow Up

It is our practice policy that patients make an appointment to receive their results. Please make a follow up appointment 4-5 days after your test has been completed to discuss your results.

Our practice has a system to recall patients for follow up of clinically significant tests. Patients will be contacted by phone to make an appointment the same day to discuss the result if the result requires immediate follow up.

Please note that STD results will not be provided over the phone. Please make a follow up appointment for these results.

## Receiving and Returning Phone Calls

Greenslopes Family Practice has a system for receiving and returning calls from patients. Phone calls, which require urgent medical advice, will be immediately transferred to either a doctor or nurse. All other calls are documented & will be returned when a nurse or Doctor becomes available.

In some instances, the Doctor may require you to make an appointment to address the query.

## Email Policy

It is a policy of Greenslopes Family Practice that health information is not sent by email. Reception staff will request that items are picked up from reception, posted or faxed.

## Health Information and Privacy Management

Your medical record is a confidential document. It is the policy of Greenslopes Family Practice to maintain security of personal health information at all times & to ensure that this information is only available to authorised members of staff. We abide by the thirteen Australian Privacy Principles which you can access at <https://www.oaic.gov.au/>

If you require a copy or any part of your medical records it is policy of this Practice that an appointment to see your regular doctor is required.

## Feedback

Greenslopes Family Practice is constantly striving to improve the quality of the care we provide to our patients. We value our patient's input and suggestions. If you have any suggestions please do not hesitate to email us at ***reception@gfpgreenslopes.com.au***

This practice acknowledges that patient complaints are also an important source of customer feedback. Under the Health Services Act 1997 people with complaints are encouraged to attempt to resolve them directly with the Health Service Provider.

If a satisfactory outcome is not achieved then a complaint can be directed to the **Office of the Health Ombudsman** by calling **133 646** or visit the website ***www.oho.qld.gov.au***