



Shop 2, 6 Ballantine Street, Gladstone Qld. 4680

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Doctors

Dr Abi Kaka FRACGP, DCH, MBBS, Cert Skin Cancer, Cert Dermoscopy

Dr Amany Shebl FRACGP, MBChB, Prof.Dip.SCSurg

Dr Ayla Siyavashani MD

Dr Fahime Khozeimeh MD

Dr Aleena Grace Shaji MBBS

Appointments

Please phone 4978 1133 for an appointment or you can make an online appointment by visiting our website www.primemedicals.com.au. Every effort will be made to accommodate your preferred time and Doctor. Emergencies will be given priority and our reception staff will attempt to contact you if there is any unforeseen delay. Longer consultation times are available so please ask our receptionists if you feel your appointment is other than a routine visit. Please notify the reception staff on your arrival at the surgery. If you are unable to keep your appointment phone the surgery as soon as possible. Walk ins will be accepted but will be triaged.

Surgery Hours

Monday to Friday 7.30am – 5.00pm

After Hours

Our answering machine states that if you are calling for a medical emergency, please hang up now and dial 000 immediately. Gladstone Emergency Department entry is via Park Street or call them on 4976 3200. If your preference is to call the afterhours Doctor, our answering machine will provide you with a mobile number for the Doctor on call. There is an afterhours fee of \$250.00 that will apply. If you don't wish to call our Doctor after hours, other advice over the phone can be provided by calling QLD Health on 13 43 25 84 (13HEALTH).

Home Visits

Home visits are available for regular patients whose medical condition prevents them from attending the surgery. Doctors may be contacted by phone during normal surgery hours. A written message will be taken and provided to your Doctor. In an emergency, please notify the receptionist who will transfer the call immediately. If a home visit is required, the Doctor will arrange.

Telephone & Email Access

The Doctors and Nurses can be contacted during normal surgery hours. If they are with a patient, a message will be taken and provided to the Doctor or the Nurse to return your call. You can also send an email to your Doctor via the reception email, however emails can only be responded to when the Doctor has time unless it is urgent. Any correspondence received by email is stored in your correspondence chart in your records for your Doctor to view.

Services Available

General check-ups, preventive health assessments, pap smears, family planning, pregnancy tests, Implanon insertion and removal, share care antenatal, ECG, heart health check, spirometry testing, vaccination: children and travel, minor surgery: stitching cuts, removal of moles and sunspots, liquid nitrogen for removal of sunspots and warts, industrial medical assessments, advice and consultation, sports medicine, mental health care, iron infusions, skin checks and telehealth consultations with Specialists.

Results

While our reception and nursing team are unable to give results over the telephone, they can advise whether the doctor wishes to discuss them urgently, relatively soon, or at your next visit. Always phone the surgery to ensure that your results have been received and checked. The surgery will contact you by SMS or by phone call if your results require a follow-up appointment.

Fees and Billing Arrangements

Gladstone Medical Centre are a mixed billing surgery. Fees are payable at the time of consultation by cash or EFTPOS. We have several different billing systems for our Doctors so please check prior to making an appointment. We bulkbill children younger than fourteen years and adults over 70 years if they have a pension/health care card. For everybody else, the fee for a standard consult (15 mins) is \$105. All entitled veterans are bulk billed during surgery hours. Some companies have prior arrangements for the care of their employees. There is a private fee for Skin checks, excisions and other procedures. \$50.00 fee is billed for single appointment non-attendance, and \$250 for home visits. Please be aware that all private fees may not have a Medicare benefit. For more details on fees and services, please contact reception.

Translation Service

Please advise in advance if translation services are required so that suitable arrangements can be put in place for your appointment.

Reminder System

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know at reception.

Management of your Personal Health Information and Privacy

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. If you want access to your personal health information and records, ask our receptionist to provide you with the information. We abide by the National Privacy Principles available at <http://www.privacy.gov.au/health> or you can ask our reception staff for a copy of our Privacy Policy. If you require a copy of your medical records, please ask your treating doctor.

Feedback

We would like to hear your comments as they assist us with improving our services. Please feel free to talk to your doctor, nurse or receptionist. You may prefer to write to us by email or use our suggestion box which is located on the reception counter. We also provide the opportunity for you to leave feedback anonymously on our Health Engine app after your appointment. We take your concerns, suggestions and complaints seriously. If we are unable to resolve an issue and you feel that you need to discuss the matter outside of the surgery, there are several options available. Our Practice Manager is responsible for following up on all complaints and you can email her at manager.gmc@outlook.com Alternatively, you may contact the Office of Health Ombudsman Ph: 13 36 46 or email: info@oho.qld.gov.au