

Telephone Access

GP's of the practice may be contacted via telephone on a case by case basis during practice opening hours. If the GP is unable to take your call, a message will be taken and you will be advised on when to expect a return telephone call. Emergency telephone calls will always be put through to the GP immediately.

Test Results

All test results are strictly confidential and in order to protect your privacy, this practice does not give results to patients over the telephone.

The doctor will advise you at the time of testing when you can expect your results to return. All urgent results will be followed up with the patient directly.

Reminder System

Our practice is committed to providing you with the best preventative care possible. Practice staff will seek your permission to be included on our reminder system and may issue you with a reminder notice on occasion. If you do not wish to be a part of this system, please let your doctor or practice staff know.

Patient Rights

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have with your doctor or the receptionist. Alternatively you may want write to us.

All complaints are taken seriously and you can remain anonymous if you wish.

Complaints can also be made to the:

Office of the Health Ombudsman

PO Box 13281 George Street

Brisbane Qld 4003

Phone: 133 646

Email: complaints@oho.qld.gov.au

Practice Information Sheet



Bardon Family Doctors

Practice Opening Hours

Monday, Wednesday & Friday

8:30 am – 4:30 pm

Tuesday & Thursday

8:30am – 9:00pm

Saturday Closed

Sunday 9:00am - 11:30 am

Practice Doctors

Dr Don Dematagoda

Dr Naomi Zeraati

Dr Anura Tennakoon

Address: Shop 3 & 4, 50 Macgregor Tce,
Bardon, 4065

Ph: 07 3708 2456

Fax: 07 3310 4448

Afterhours:
National Home Doctor Service
Ph: 13 74 25

Practice Services

- Counselling
- ECG
- Family planning
- Minor Surgery
- Pap smears
- Pregnancy Tests
- Referrals
- Skin Checks
- Spirometry
- Sports Medicine
- Vaccinations

Fees and Billing Arrangements

Most services performed at this practice are bulk billed to patients upon the presentation of a Medicare card. The following consultations are NOT bulk-billed;

- Drivers Medical Forms
- Insurance Paperwork
- Pre-employment Forms
- WorkCover Consultations
- Implanon Insertion / Removal

There is a gap fee for procedures. Please call reception for more details.

A list of fees for non-Medicare card holders is shown in the reception area.

Appointments

Appointments can be made either by our online booking system on HealthEngine, or by phoning our friendly receptionists.

Emergencies will always be given priority and our reception staff will attempt to notify you of any unforeseen delays to your treatment.

Missed or Cancelled Appointments

There is no fee for a missed/cancelled appointment, but it would be appreciated to contact us at your earliest convenience.

Longer consultations

These are available upon request. Please let the reception staff know when making your appointment or when you arrive at reception that you require a longer consultation.

Care outside Opening Hours

If you require care outside the normal opening hours, please contact the National Home Doctor Service on: 13 74 25

Home Visits

Home visits are available to patients of this surgery. If a home visit is required, please talk to the reception staff as to booking a home visit. There is a criteria for patients to be able to use this service and may attract a fee. Please talk to the reception staff about the patient criteria for the practice. The fees are to be discussed with the doctor.

Management of Your Personal Health Information

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is the policy of this practice to maintain the security of medical records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party.

If you have any concerns about your health information privacy, please let your doctor or reception staff know.

Cultural Background and Ethnicity

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staff at this practice encourage patients to identify their cultural background and/or ethnicity on their medical record. If you identify with a particular cultural background, please let you doctor or reception staff know.

Interpreter Service

If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 131 450 directly. If you are hearing impaired and require an AUSLAN interpreter, we can also organise this for you.