

BENNETTS ROAD FAMILY PRACTICE

154 Bennetts Road, Norman Park, Qld. 4170

Phone: 07 3161 0018 Fax: 3398 6346

Email: bennetsrdfamilypractice@gmail.com

OUR DOCTORS

Dr Shahid Ali MBBS, FRACGP

Special Interests: Has experience in all aspects of general practice. Men's Health, Heart Disease Prevention, Diabetes, Pain Management and Minor procedures.

Languages Spoken: English, Urdu, Russian

Dr. Sally McLeod MD, FRACGP

Special Interests: Women's Health, Chronic Disease Management, Diabetes, Weight Loss.

Languages Spoken: English

Dr Abdelkader Moussa MBBS, FRACGP, AMC

Special Interests: General Health, Skin Checks, Minor surgery-excision of skin lesions, Flaps Grafts.

Languages Spoken: English, Arabic, French

Dr David Farrar MBBS, FRACGP

Special Interests: Men's Health, Heart Disease Prevention, Chronic Disease Management, Diabetes, Pain Management.

Languages Spoken: English

OUR STAFF

Nursing: The Clinic has support nursing staff 5 days a week
Reception: Our friendly reception staff are Antoinette & Xuening
Practice Manager: Administrative issues are taken care of by Dr Abdelkader Moussa

SURGERY HOURS

Monday to Thursday 8.30 am to 5.45 pm

Friday: 8:30 am to 6:00 pm

Saturday: 9:00 am to 1:00 pm

Sunday & Public Holidays - Closed

The Practice provides after hours care through: Hello Home Doctor Ph: 134 100 which is a Bulk Billing Service.

APPOINTMENTS

Please phone (07) 3161 0018 for an appointment. If you need more time with the Doctor, please advise the receptionist when you book. Urgent medical problems will always be dealt with promptly.

Walk-ins will be accommodated into the schedule, however please be aware there could possibly be a wait, as booked appointments take priority.

Appointments can also be booked online at: www.healthengine.com.au or on our Website: bennetsroadfamilypractice.com.au

FOLLOW-UP OF RESULTS

If your doctor has ordered any investigations, please make an appointment for follow-up results. If your doctor needs to see you urgently, you will receive a phone call, SMS message or letter requesting that you make an appointment.

TELEPHONE CALLS

You can ring your doctor during surgery hours. Emergency calls will be put straight through.

The following are some of our services offered:

- Check-ups
- Family planning
- Pap smears, Pregnancy tests
- Ante-natal care
- ECG: heart check
- Spirometry: lung test
- Counselling
- Vaccination: children, travel
- Immunisation
- Pathology Referrals
- Minor surgery: suturing cuts
- Removing moles; skin cancer
- Liquid nitrogen 'freezing' therapy for sunspots and warts
- Weight control
- Nutrition advice
- Skin checks
- Health care plans
- Cholesterol tests
- Quit smoking help
- "Level" 1 Home sleep studies
- X-ray referral
- Ultrasound referrals
- Recalls/Reminder Systems are in place for patient's convenience

PRIVACY POLICY

All patient information is private and confidentiality of patient information must be maintained at all times. The rights of every patient are to be respected. All information collected by this practice in providing a health service is deemed to be private and confidential. This practice complies with Federal and State privacy regulations including the Privacy Act 1998, the Privacy Amendment (Private Sector) Act 2000 and Victorian Health Records Act 2001 as well as the standards set out in the RACGP Handbook for the Management of Health Information in Private Medical Practice 1st Edition (2002). (Refer Section 6 Privacy and Security of Health Information).

Under no circumstances are employees of this practice to discuss or in any way reveal patient conditions or documentation to unauthorised staff, colleagues, other patients, family or friends, whether at the practice or outside it, such as in the home or at social occasions. This includes patient's accounts, referral letters or other clinical documentation.

General Practitioners and staff are aware of confidentiality requirements for all patient encounters and recognise that significant breaches of confidentiality may provide grounds for disciplinary action or dismissal.

Every employee of this practice is aware of the privacy policy and has signed a privacy statement as part of their terms and conditions of employment. This privacy statement continues to be binding on employees even after their employment has terminated.

Our "Privacy Policy" underpins our handling of privacy issues. Our staff and GPs are trained in good private practice. Patient privacy information is available from the practice. Our informed and caring staff and GPs can advise you on any of your privacy concerns.

WHAT HAPPENS WHEN WE COLLECT INFORMATION NECESSARY TO PROVIDE YOU WITH A HEALTH SERVICE?

Where practical we will only collect information directly from you. We seek your assistance to ensure that information held about you is accurate and up-to-date.

ACCESS TO YOUR INFORMATION

You can access your personal medical information held by the practice. If you need to access these records, practice staff can advise you of the process and any costs that may be involved.

TO WHOM WE DISCLOSE INFORMATION

- To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: a treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietitian, physiotherapist or other allied health practitioner.
- We only disclose those details necessary for you to receive appropriate care from the health service concerned.
- Limited information (for billing or public health registers) must be disclosed by law to government bodies overseeing the provision of public health services (eg. For billing purposes we are required to provide to Medicare Australia – a Medicare number in connection with the type of medical service we provide you).

MANAGEMENT OF HEALTH INFORMATION

Privacy of the health information collected at this practice is very important. In line with the Privacy Act 1998, applicant's details are kept for a specified period of time and then disposed of as confidential documents.

MY HEALTH RECORD

My Health Record is a secure online summary of your health information. You can control what goes into it and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers Benefits of My Health Record:

Benefits of My Health Record:

- Better Access for your Doctors, Specialists and Hospitals
- Strong Security
- Greater Convenience – no need to worry about trying to remember your health history – all information is stored for sharing
- Improved Safety – information such as allergies, adverse reactions and medical conditions are at hand
- Complete Privacy – your records are only available to those that you give authority to.

FEED BACK

If you have any complaints please speak to your doctor.

Alternatively, the Office of the Health Ombudsman (OHO) may be contacted

On: 133 OHO (133 646)

CONCERNS

If you have any concerns about the way staff or GPs are handling your privacy or you need to access your information please speak to one of our staff or to your GP as appropriate.

If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit: www.privacy.gov.au.

Privacy Commissioner Health Rights Commission

G.P.O. Box 3809

Brisbane Qld 4001

Ph: 1300 363 992 Email: www.privacy.gov.au