



Contact Details

7 Plimsoll Street
Greenslopes Qld 4120
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F: (07) 3397 3310
reception@gfpgreenslopes.com.au

General Practitioners

Dr Dragan Talic
Dr Anna McElrea
Dr Leonie Todhunter
Dr Aneesa Taylor
Dr Jonathan Tey
Dr Elizabeth Pictor
Dr Linda Cheng

Appointments

For all medical emergencies please call 000 immediately.

Appointments are available Monday to Friday between the hours of 8.00am and 5.30pm. Online bookings for standard appointments are available via Hotdoc or our website. 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.

Fees

Greenslopes Family Practice is a private billing practice. Patients with a current Centrelink Pension Card, Health Care Card or children aged between 6 and 12 years old will be billed at a reduced rate. DVA Gold card holders and children 5 years of age and younger will be bulk billed.

Please note: From November 1st, 2023, the doctors will bulk bill patients with a current Centrelink pension card and babies/children aged 0 -12 years of age. This is a temporary freeze on private billing due to an increase in the Medicare bulk billing incentive amount. Centrelink health care card holders will continue to be billed at a reduced rate.

Greenslopes Family Practice does not issue accounts and payment for your consultation should be finalised after you have finished with the doctor.

Fees for non -attendance

If you can't attend your scheduled appointment sufficient notice of cancellation is appreciated. If you do not attend your scheduled appointment without sufficient notice (2 hours or more) or do not arrive for your scheduled appointment without notice a 'Did Not Attend' (DNA) fee of the full consultation amount will apply prior to being able to book your next appointment.

Standard Fees are outlined in the table below. For different consultation types the fees will vary depending on the item number and length of appointment.

Table with 6 columns: Visit Type, Item Number, Your Rebate Amount, Private Fee 13+ years, Health Care Card Holder Fee, Pension Card Holders & children 6-12 years, DVA Gold Card Holders & Children 5 years of age and younger. Row 1: 23 - Standard <20 mins, \$42.85, \$95 Your Out-of-Pocket Amount \$52.15, \$85 Your Out-of-Pocket Amount \$42.15, \$ - Temporary Freeze, Bulk Billed.

Services Offered: Family health including children's immunisations, travel medicine, dedicated skin clinic, chronic disease management, mental health, sexual health, immunisations, drivers licence medicals, health assessments, onsite nurse



### Results Follow Up

It is the doctor's 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.

The 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.

### Receiving and Returning Phone Calls

The 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. For all script and referral requests an appointment is required.

### Email Policy

It is a policy of Greenslopes Family Practice that health information is not sent by email without the use of encryption. Your doctor may 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 the doctors and authorised members of staff. We abide by the thirteen Australian Privacy Principles which you can access. 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.

Our full privacy policy can be viewed via our website, or the reception staff are able to provide you with a copy on request.

### Feedback

The doctors and staff are constantly striving to improve the quality of care provided to patients. We value patient's input and suggestions. If you have any suggestions, please do not hesitate to send your feedback or suggestions to [reception@gfpgreenslopes.com.au](mailto:reception@gfpgreenslopes.com.au). Alternatively, the Practice Manager can be contacted on (07) 3397 1875.

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](http://www.oho.qld.gov.au)

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