



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 Elizabeth Pricor
Dr Linda Cheng

Appointments

If you experience a medical emergency, please call 000 immediately.

Appointments are available Monday to Friday between the hours of 8.00am and 5.00pm. 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 mixed billing practice. Patients with a current Centrelink Pension Card, children 12 years of age and younger and DVA Gold card holders will be bulk billed. Greenslopes Family Practice does not issue accounts and payment for your consultation will be finalized after you have seen the doctor.

Standard Fees are outlined in the table below. For different consultation types & Skin Clinic appointments 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+ & your out of pocket (OOP) amount, Health Care Card holder Fee & your out of pocket (OOP) amount, Pension Card holders & children 6-12 years, DVA Gold Card holders & children 5 years of age and younger. Rows include 23 - Standard <20 mins, 36 Long 20-30 Mins, and 36 Extended Long 30-40 Mins.

Did Not Attend

If you do not attend your scheduled appointment sufficient notice of cancellation is appreciated. Full fees may apply if you do not attend without notice payable prior to your next visit.

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. For clinically significant results, patients will be contacted by phone to make an appointment the same day to discuss the result if the result requires immediate follow up.

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



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.

Your Medical Record and Privacy Management

Your medical record is a comprehensive collection of your health information, including medical history, diagnoses, treatments, and test results. This information is required so your doctor has a full understanding of your health history and assists in making informed decisions about your treatment. This information is also important for continuity of care if your usual provider is not available.

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. The practice manager can be contacted by the following email practicemanager@gfpgreenslopes.com.au, post. Alternatively, the Practice Manager or on the practice number (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