

OPENING HOURS

MON - FRI: 7.00AM TO 5.00PM
SAT: 8.00AM TO 1.00PM

MALE DOCTORS

Dr Sina Beiraghi (Practice Principal)
Dr Carl de Wet
Dr Alaa El-Smadi

FEMALE DOCTORS

Dr Rita Knowles
Dr Emma Cowens
Dr Chloe Hang
Dr Tina Fang
Dr Jenny Duncombe

The individual doctors' hours are published on our website.

CONSULTATION FEES

We charge a consultation fee to see our doctors. Fees must be paid in full at the time of the consultation. We accept cash, EFTPOS and credit cards. We are happy to lodge an electronic claim to Medicare on your behalf enabling you to receive your rebate into your account at the same time as settling your account.

Consultation (minutes)	Standard Fee	Concessional Fee	Medicare Rebate
Up to 10	\$64	\$54	\$38.75
Up to 20	\$79	\$69	\$38.75
Up to 30	\$115	\$105	\$75.05
Up to 40	\$139	\$125	\$75.05

- Children under 16 years and DVA patients are bulk billed
- Pension and Concession Card holders are charged at a concessional rate.
- Worker' compensation consultations may be billed to Workcover, however, the patient will be required to reimburse the practice for any claims rejected by Workcover.
- Insurance, drivers and pre-employment medicals attract a non Medicare refundable private fee.
- Mirena insertion is \$180 (Medicare rebate of \$44.55) plus a non rebatable medical consumable fee of \$20
- Most procedures and wound dressings attract a fee in addition to the consultation fee (list of fees displayed at reception)
- Please see reception staff for more detail.

PATIENT FEEDBACK AND COMPLAINTS

We strive to deliver the highest standard of family health care in a friendly and supportive environment. We welcome your feedback to continually improve our services. A patient feedback box is located at reception if you wish to provide feedback at any time. At times, our practice invites patients to complete a confidential questionnaire on their views of the practice. If you are unhappy with any aspect of the care you receive it is generally best to speak directly to one of our doctors or nurses first. If you remain concerned, please phone or write to the Practice Principal. Should the matter not be resolved to your satisfaction after bringing it to our attention consider contacting the Health Quality and Complaints Commission ph 133 656 or www.oho.qld.gov.au.

TRANSLATING SERVICES

Accessing interpreting services in general practice is free and easy using Translating Interpreting Services (TIS) www.tisnational.gov.au. To book a translator please speak to the reception staff. Translating Interpreting Services: Phone 131 450, Auslan Phone 1800 246 945.

PRIVACY POLICY

We abide by the Australian Privacy Principles. For information on these principles go to the Privacy Fact Sheet 17 written by the Office of the Australian Information Commissioner at <https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

This Practice has developed a policy to protect patient privacy in compliance with privacy legislation. You may inspect the privacy policy on request. Patients have the right to access their personal health information under the Privacy Amendment Act 2000. For a copy of our privacy policy go to <http://hyperdomedoctors.com.au/assets/APP%20Privacy%20Policy%2015May2015.pdf>

LOGAN
HYPERDOMEDOCTORS
& SKIN CLINIC

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www.hyperdomedoctors.com.au
Logan Hyperdome Doctors is a Fully Accredited General Practice.

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- Minor Surgery
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- Heart Disease
- Weight Management
- Gastric Banding Aftercare
- Travel Health & Vaccinations
- Maternity Care & Family Planning
- Immunisation & 4 year Health Checks
- Women's & Men's Health
- Pre-employment Medicals
- Workcover



NEW PATIENT REGISTRATION

We welcome all new patients to our practice. You may wish to download and print our patient enrolment form which can be found on our website:

www.hyperdomedoctors.com.au

APPOINTMENTS

Book an Appointment Online via our app!

The easiest way to make a booking is by downloading the dAppto app from either the Apple Store or Google Play. It's free and simple to use. You may also call on 3806 0077, if you prefer.

Appointments are preferred as they minimise your waiting time and ensure you see your doctor of choice at a time convenient to you.

Emergencies will be seen at any time.

Patients are seen in the following order:

1. Emergencies
2. Patients with appointments
3. Patients without appointments

Appointments are usually booked at 15 minute intervals. At times a long appointment is necessary: for example if you wish to discuss more than one issue or require an insurance medical. Please advise us when making your appointment.

PHONE APPOINTMENTS

Phone consultations are available to existing practice patients.

DELAYS

You may phone the practice before your appointment to check whether your doctor is running on time. Our aim is to see patients on time. If we are running late, it may be the result of an emergency and we appreciate your patience.

MISSED APPOINTMENTS

If a booked appointment is not attended by you, the practice may charge a cancellation fee of \$60. Please note that this is a private fee and is not refundable under Medicare.

HOME VISITS

Home visits can be pre-arranged with some of our doctors. Please see our reception staff or call the number below.

AFTER HOURS CARE

National Home Doctor Service provides a bulk billing service to its members. To join, please ask one of our reception staff or call the number below.

After Hours Care is provided from 6.00pm to 8.00am, Mon to Fri, from Noon onwards on Saturday and all day Sunday and public holidays by: Phone on 137425 or 07 3835 1012 or 000 in an emergency.

BULK BILLING

Children under 16 years and DVA patients are bulk billed.

PRESCRIPTIONS

We ask that you request sufficient prescriptions until your next appointment date.

REFERRALS

Specialist referrals are only valid for 12 months and cannot be backdated. The Doctors at our practice prefer to see you to check on the ongoing need for you to see your specialist and update the specialist about your progress. Referral to a new specialist doctor always requires a consultation with your doctor. Hence, an appointment is necessary for all referrals and it is suggested that an

appointment is made at least a week before visiting a specialist.

HEALTH INFORMATION

We provide health information pamphlets at reception for patients to take home. Additionally, refer to our website for the phone numbers of organisations and their website addresses for additional education about health promotion and preventative care. Healthdirect (www.healthdirect.gov.au) also provides a range of free health services on behalf of the governments of Australia.

TEST RESULTS

PLEASE DO NOT RING THE PRACTICE ASKING FOR RESULTS OVER THE PHONE

It is the patient's responsibility to follow up on any tests requested by the doctor.

It is the policy of the practice that all results require a follow up appointment with the doctor to receive and discuss pathology/blood test results and other investigations and plan any further management. Our practice is part of the State and National Reminder Systems, consequently your details maybe routinely recorded on these registers for pathology and

immunisation. In the case that a doctor receives a clinically significant and/or abnormal result or report and immediate treatment or management is required, the practice will contact the patient immediately.

If the doctor receives a result or report that requires further discussion and/or management but does not require immediate treatment or management, the doctor will put the patient on the recall register. The patient will be contacted by practice staff and asked to make an appointment to see the doctor.

The following 3 means of communication will be used to contact the patient:

- text message on your mobile
- a letter via regular post
- a registered mail letter.
- (Hence, it is essential that you notify the practice of any changes to your contact details.

RECALLS/REMINDERS

Our practice is committed to a proactive approach to the healthcare of our patients. Unless you request otherwise, we may place you on a recall list for preventative health checks, such as Pap Smears,

Diabetes, Heart Disease, COPD management, annual health assessments and other advisable checks. You may be contacted by telephone, regular mail, registered mail or text on your mobile phone, unless you advise otherwise.

PHONE CALLS

Doctors do not routinely take calls whilst in a consultation. Please leave a message with the receptionist who will forward your request onto the doctor who will return your call as soon as possible.

ELECTRONIC COMMUNICATION

Our practice does not use e mail to communicate with patients. Our practice uses text messaging to mobile phones for appointment reminders and our reminder and recall system only.

RESEARCH PROJECTS

From time to time, doctors of our practice participate in medical research projects and may use de-identified data for this purpose. Consent forms will be given to the patient prior to any participation in any research projects. If you have any questions please reception staff.

Last updated 08/20