

AGGRESSIVE BEHAVIOUR

Physical/verbal abuse toward any of our staff members will not be tolerated. Any patient who displays this behavior will be asked to leave the practice. This behavior could result in being banned from the practice. Police will be informed.

AFTER HOURS CARE is provided by Home Doctor Service. Phone 13 7425 or Hello Home Doctor on 134 100

Home visits during practice hours are available for special circumstances.

Please discuss this with the GP or the Practice Manager.

FEEDBACK

We provide a quality and professional service in a safe environment with caring compassionate staff. We are always happy to hear from you. If you have an issues, suggestions or compliments please telephone or write to:

Kerrie Gill - Practice Manager

15/200 Grand Avenue

Forest Lake. 4078

PH: 3278 7800 FAX: 3278 7681

EMAIL: no-reply@grandmedicalcentre.com

Health concerns are always best dealt with through our practice. If we are unable to assist , you are able to contact the Health Ombudsman.

You can send your complaint to the Ombudsman

Office of the Health Ombudsman

PO Box 13281 George Street, Brisbane. 4001

Ph: 13 3646. Email: info@ohoqld.gov.au

Web: www.oho.qld.gov.au

GENERAL PRACTITIONERS

Dr. Chetan Bhanot

Dr. Priti Bhanot

PRACTICE STAFF

Practice Manager - Kerrie

Practice Nurse - Christine

Receptionists - Daryan, Aryan, Tiana, Tito

and Helna

Grand Medical Centre



PRACTICE

INFORMATION

SHEET

Opening Hours:

Monday—Friday
8.30 to 5.30pm

Alternate Saturdays
8.30 to 12.30

Closed
Sunday and Public Holidays

PH: 3278 7800

FAX: 3278 7681

After Hours Emergency
Phone: 13 7425
Or 13 4100

SERVICES

All our general practitioners have many year's of experience across a wide range of health disciplines. We also have a dietician visit the practice on a regular basis. Skin clinic on site.

Family Medicine	Womens Health
Immunisations	Minor procedures
Skin Checks	Mens Health
Employment Medicals	Mental Health
Diabetic Education	Health Assessments
Work Cover	Counselling

APPOINTMENTS: An appointment must be made to see a doctor. If you have more than one health issue or require more time, please book an extended appointment. Walk ins are welcome. Please note wait times vary.

Each family member seeing the doctor is

Required to book an appointment.

REFERRALS, MEDICAL CERTIFICATES,

IMAGING, RESULTS AND SCRIPTS.

To maintain confidentiality and monitor your health and fulfill responsibilities regarding Medicare guidelines, you must attend your doctor for any of the above. You are able to make an appointment to see the GP of your choice at your convenience.

Non attendance: Patients who fail to

Attend three appointments and do not

Cancel within an appropriate time frame

May be asked to sit and wait and will be seen when possible.

Until the account is paid.

BILLING

Grand Medical Practice is a mixed billing practice. You must present your current Medicare/DVA card and any current concessions cards. If you do not have a Medicare card please ask the Receptionist for our fees.

We make every effort to run on time.

Urgent cases must take priority. Please be patient our doctors do frequently run behind, some patients have complex and urgent medical conditions. You are able to contact the practice before your

Appointment time to check if your doctor is running to schedule. We apologise for any delays. Arriving late for your

Appointment causes delays for other

Patients. Please be considerate.

Our doctors are unable to take phone calls when they are in consulting, please ask the reception staff to take a message. In most cases the practice manager or the practice nurse will be able to assist you.

RECALLS

To obtain results AutoMed sends an sms. Results can be given over the phone, however, you must book a telephone consultation with the Doctor of your choice.

PRIVACY

Your health information is confidential. Staff are required to sign a confidentiality contract. Computers are protected by passwords and only staff with the highest security level have access. No information is shared with a third party without your written consent.

EVENTS

Book appointments online with AutoMed.

This practice accepts Bupa, Nib etc.