

REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in reminder systems. We take part in both the surgery recall system and also several State and National registers such as Pap Smear register, Breastscreen register and the Australian Childhood Immunisation Register. You may be issued with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part in any of these recall registers please let your doctor or receptionist know.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

All medical records (both manual and computerised) are treated as strictly confidential. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

COMMUNICATION SERVICES

Our practice engages TIS National (Translating and Interpreting Service) for patients requiring a translator. A booking can be made by calling 131 450
THIS PRACTICE HAS A NO SMOKING POLICY.

PATIENT FEEDBACK: YOUR RIGHTS

Complete Care Doctors welcomes any feedback good or bad as it will allow us to improve our service. Please feel free to talk to your doctor or the staff, or write to us or use our suggestion box about any problems you have with the service we provide. We take your concerns, suggestions and feedback seriously. However, if you feel there is a problem you wish to take up elsewhere, you may prefer to contact:

Office of the Health Ombudsmen
Phone: 133 646
PO BOX 13281
GEORGE STREET
BRISBANE QLD 4003
complaints@oho.qld.gov.au

COMPLETE CARE DOCTORS



Mount Gravatt Plaza

55 Creek Rd, Mount Gravatt 4122

BULK BILLING



Opening Hours

Mon, Tues, Wed & Fri
Thur
Sat
Sun

8:30am – 5:30pm
8:30am – 7:00pm
9:00am – 1:00pm
10:00am – 2:00pm

Phone: (07) 3188 9005

COMPLETE CARE DOCTORS



Mount Gravatt Plaza

55 Creek Rd, Mount Gravatt 4122

BULK BILLING



Dr Jennifer



Dr Kanthi



Dr Eric



Dr Brad



Dr Jimmy

Web: www.completecaredoctors.com
online booking available

Email: completecaredoctors@gmail.com
Fax: (07) 3219 4742

COMPLETE CARE DOCTORS

ON ARRIVAL

Medicare/Veteran + Concession Cards must be presented to the Receptionist to ensure your details are kept up to date. Ensure you have signed a Consent for Use & Disclosure for Personal Health Information form, for us to provide optimal ongoing comprehensive health care.

APPOINTMENTS

Please telephone 3188 9005 to make an appointment or visit www.completecaredoctors.com to book online.

- Every effort is made to accommodate your preferred time and GP.
- Emergencies will always be given priority.
- Long consultations are available for complex, health assessments or or minor surgery. Please advise so can be accommodated.

HOME & OTHER VISITS

Doctors will consider requests for a home visit on an individual basis for existing patients only. Prior arrangements are required to accommodate this. Please speak to reception for further details.

TELEPHONE ACCESS

All urgent matters will be addressed immediately. Requested information or advice relating to clinical care is available by informing the receptionist who will forward to the doctor. It is preferable however for patients to make an appointment. Electronic access to the doctor can be organised if required by informing reception. Fees may apply

TEST RESULTS

For medico-legal reasons test results will NOT be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.

REFERRALS

If additional treatment is required outside of our service within this surgery this will be discussed with you during your consultation. Other services in the community may be engaged to help provide optimal care.

COMPLETE CARE DOCTORS

STAFF

Dr Jimmy Wang

Women's health, Ear nose and throat medicine and skin cancer medicine.

Dr Bradley Coleman

Skin checks and skin surgery, Chronic disease management and mental health.

Dr Eric Chai

Chronic disease management, skin cancers medicine and medical research.

Dr Jennifer Blomely

Women's Health, Geriatrics and Counselling.

Dr Kanthi Dias

Chronic disease management, Women's Health and Refugee health.

Physiotherapy

Owen Chen

Andy Hung

Psychology

Karin Clark

Dietetics

Patty Yang

Podiatry

Bonnie Chui

Nurse

Sarah Keyssecka

Barbara Millar

We are committed to promoting health, wellbeing and disease prevention to the community.. We believe in and assist with a patients right to participate in decisions regarding their healthcare. Complete Care Doctors engages other services within the community to provide optimal care for our patients.

COMPLETE CARE DOCTORS

SERVICES PROVIDED BY THIS PRACTICE

- General Medicine
- Children's Health & Adolescent Health
- Women's Health
- Men's Health
- Immunisations
- ECG (Electrocardiography)
- Enhanced Primary Care
- Antenatal Care
- Skin Cancer Medicine
- Minor Procedures
- Spirometry
- Veteran's Affairs
- Workers' Compensation
- Travel Health
- Allied Health Services
- Pre-employment medicals

FEES AND BILLING ARRANGEMENT

Please refer to fees list at reception.

Complete Care Doctors is a bulk billing practice . Dr Jennifer may opt to charge a private fee and this will be advised at the time of booking.

All patients with a valid Medicare card will be bulk billed Otherwise.

SERVICES NOT BULK BILLED

A list of costs of these services are available at Reception. The decision to Private bill is at the discretion of the doctor

(Payment via EFT/Cash required on the day):

- Overseas visitors without qualifying insurance
- Insurance medicals
- Diving medicals
- Pre-employment medicals
- Some minor procedures – please discuss with your reception or your Doctor.

ARRANGEMENTS FOR CARE OUTSIDE NORMAL OPENING HOURS

For all after hours care Complete Care Doctors advises patients to contact the National Home Doctors Services on 13 SICK