

## DOCTORS WITHIN THE PRACTICE

Doctors who work here are committed to maintaining their knowledge by taking part in regular medical educational activities.

### **Dr Carlos Chan** M.B., B.S. (QLD)

Dr Chan graduated from the University of Qld in 1986. He has 3 years post-graduate training in Greenslopes Repatriation Hospital, Mater Children's Hospital, Mater Public Hospital and United States. He speaks English, Cantonese and Mandarin. Special interest in General Medicine and Paediatrics.

### **Dr Jennifer Han** M.B., B.S. (QLD), F.R.A.C.G.P.

Dr Han graduated from the University of Qld in 1991. She has 3 years post-graduate training in the Royal Brisbane Women's and Children's Hospital. Special interest in Women's Health.

### **Dr Charles Green** M.B., B.Ch., F.R.A.C.G.P.

Dr Green graduated from Dublin in 1992. He did his GP training in England and has worked in Brisbane since 2002. Special interests include General Medicine, Adult and Paediatrics.

### **Dr Back Huei Ng** M.B., B.S. (NSW)

Dr Ng graduated from the University of New South Wales in 1982. His interests are General Medicine, Adult and Paediatric healthcare.

**If you require medical services on Sunday,  
please visit:**

**Wishart Medical Centre**  
**590 Mt Gravatt-Capalaba Road**  
**Wishart Qld 4122**  
**(Located next to Pharmacy)**  
**(07) 3849 2884**

## OTHER SERVICES AVAILABLE

**Dietitian:** Kate Lynch

**Pain Management:** Dr A. Breck McKay  
[www.drabreckmckay.com.au](http://www.drabreckmckay.com.au)

**4Life Psychology**

## SERVICES AVAILABLE AT WISHART

**Dietitian:** Selena Chan

**Physiotherapist:** Sean McCoola  
Degree in Bachelor of Physiotherapy, M.A.P.A.

**Podiatrist:** Alfonso Que

**Psychologist:** Gabriel Ruddy

**Exercise Physiologist:** Neil Smart

## PATIENT FEEDBACK

From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services.

If you are ever unhappy with any aspect of the care you receive from this practice, we would like to hear from you. The Practice Manager can be contacted through the surgery or by writing and marking the envelope: "Attention: Practice Manager".

However, an alternative would be to contact:

**Office of Health Ombudsman**  
**PO Box 13281**  
**Brisbane Qld 4003**  
**Phone 133646**

*Your medical record is a confidential document. 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.*

Rev. 8/15



## BETTER HEALTH MEDICAL CENTRE MT GRAVATT

**Mt Gravatt Plaza Shopping Centre**  
**55 Creek Road**  
**Mt Gravatt Qld 4122**  
*(Located next to Terry White Chemist)*  
**Phone: (07) 3219 4211**  
**Fax: (07) 3219 4084**

### **Business Hours:**

Monday - Friday  
9.00am - 5.00pm

Saturday  
8.00am - 12.00pm

Sunday  
Closed

Public Holidays  
Closed

### **Doctors Available:**

Dr Carlos Chan  
Dr Jennifer Han  
Dr Charles Green  
Dr Breck McKay  
Dr Back Huei Ng



ABN 77 511 831 044

## STAFF MEMBERS

**Principal:** Dr Carlos Chan  
**Accounts Manager:** Sharon  
**Practice Manager:** Susan  
**Receptionist:** Sandra, Jessica, Prue,  
Lisa & Melissa  
**Registered Nurse:** Helma & Caroline

## SERVICES PROVIDED WITHIN THE PRACTICE

- General Health
- Health Assessments
- Minor Surgery
- Medical Reports
- Skin Check
- Immunisations
- Women's Health
- Family Planning
- ECG
- Men's Health
- WorkCover
- Veterans Affairs
- Children's Health
- Travel Vaccinations
- Wound Management
- Home Visits
- Enhanced Primary Care
- Cardiac Risk Assessment
- Home Medication Review
- Pain Management

## MAKING APPOINTMENTS

In order to minimise waiting time, this practice operates by an appointment system. Please ensure you advise receptionist if you prefer a particular doctor. If you feel your consultation will take longer than a standard appointment (eg. medical, excisions, pap smear), please advise receptionist so that allowances can be made to ensure the doctor is on time. This practice will see walk-in patients as well but waiting time may be prolonged.

Urgent or emergency cases will be seen immediately.

## CANCELLATIONS

If you are unable to keep an appointment, please notify the receptionist as soon as possible so that we can allocate the appointment time to another patient.

## AFTER HOURS SERVICE

If you require urgent medical treatment outside our operating hours, contact Home Doctor Service on 13 SICK or (13 74 25). All emergencies please contact the nearest hospital and/or Ambulance service on 000.

## HOME VISITS

Home visits may be available upon request at doctor's discretion for emergencies during normal working hours for our regular clients. Please contact reception for further information.

## REPEAT PRESCRIPTIONS

A \$10.00 fee will apply. Please check with the receptionist who will then verify this with your doctor. However, your doctor may wish to see you personally.

## SPECIALIST REFERRALS

Please make an appointment to see your doctor for specialist referrals. Referrals to specialists will not be provided without prior consultation. Back-dated referrals will not be provided either.

## TEST RESULTS

Please make an appointment with your doctor to discuss test results. Please advise reception of the telephone number you would like to be contacted on for recall and/or reminder calls; and whether you would like a message to be left.

## MEDICAL CERTIFICATES

To provide a certificate a doctor must see the patient for the condition listed on the certificate. It is illegal to back date medical certificates.

## TELEPHONE ENQUIRIES

Telephone calls to doctors are limited to emergencies. Our receptionist will assist you with any enquiries or take a message and arrange a time that will be convenient for both yourself and the doctor to discuss your concerns. Please advise reception staff of infectious diseases.

## FEE STRUCTURE

(As of 1st July 2014)

### **Monday to Saturday**

*Veterans Affairs Patient: DVA Card  
Pensioners & Health Care Card Holders  
Children 16 yrs & Under*

**Are BULK BILLED**

**IF THE ABOVE CATERGORIES DO NOT APPLY**

**Standard Consultation  
\$65.00  
(Medicare Rebate \$37.05)**

**Sunday @ Wishart  
Standard Consultation  
\$80.00  
(Medicare Rebate \$49.00)**

**Extended Consultation  
\$110.00  
(Medicare Rebate \$71.70)**

Procedures such as excisions, repair of wounds and ECG's will be charged at the Medical Benefits Schedule Fee. Please note a treatment room fee of \$30.00 will apply.

The full fee will be expected on the day and is payable by cash, eftpos or credit card. These fees will be different if the consultation is longer than a standard or if a procedure is done.

**HIC Online & Medicare Easyclaims is available,  
ask the girls at reception.**