

# Welcome to Medpods Medical Centre North Lakes



**Web:** [www.medpods.com.au](http://www.medpods.com.au)

Online Booking Available

**Email:** [receptionnl@medpods.com.au](mailto:receptionnl@medpods.com.au)

**Ph:** 1300 250 815

**Fax:** (07) 3219 4742



**medpods**

MEDICAL CENTRE

## **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 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**

Medpods Medical Centre 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 feedback section on our website 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](mailto:complaints@oho.qld.gov.au)

## **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.

Please telephone 1300 250 815 to make an appointment or visit [www.medpods.com](http://www.medpods.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 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.

## STAFF



### **Dr. Deepa Velusamy**

- Women's Sexual & Reproductive health
- Skin Cancer Checks
- Children Health
- Adolescent Health
- Management of Chronic Conditions



### **Dr. Alice McNab**

- Women's Health
- Paediatrics
- Chronic Disease Management
- Developmental & Learning difficulties



### **Dr Dominic Stanton**

- Enjoys all aspects of general practice and treating patients of all ages.



### **Dr Atul Sehgal**

- A particular interest in mental health & has a strong experience across a range of General Practice.

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.

Medpods Medical Centre engages other services within the community to provide optimal care for our patients.

## **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.

Medpods Medical Centre is a bulk billing practice. All patients with a valid Medicare card will be bulk billed

## **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 Medpods Medical Centre advises patients to contact the National Home Doctors Services on 13 SICK

**Ph: 1300 250 815**  
Fax: (07) 3219 4742

**Opening Hours:**  
Monday - Friday: 9am-5pm  
Saturday: Closed  
Sunday: Closed



**Medpods Medical Centre**  
Shop 1094, Westfield North Lakes  
Cnr Anzac Ave &, North Lakes Dr  
North Lakes QLD 4509



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