

Care Plans and Reminder System

Your health is important to us. To ensure you are receiving the best possible medical care this Centre provides comprehensive medical care plans tailored to your need.

Our Centre participates in the National & State Government Reminder Systems for Pap Smears, Bowel Cancer Screening and other important health measures. If you **do not** wish your information to be passed on, please notify your doctor at time of consultation.

10 Tips for Safer Health Care

- Be actively involved in your own health care
- Speak up if you have any questions or concerns
- Learn more about your condition or treatments by asking your doctor or nurse
- Keep a list of all the medicines you are taking
- Make sure you understand the medicines you are taking
- Make sure you get the results of any test or procedure
- Talk to your doctor or other health care professional about your options if you need to go into hospital
- Make sure you understand what will happen if you need surgery or a procedure
- Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation
- Before you leave hospital, ask your doctor or other healthcare professionals to explain the treatment plan you will use at home.

Interpreter Service

If you require the services of an interpreter during a consultation with your Doctor, please advise the receptionist when making your appointment.

Home Visits

Home Visits can be arranged at the doctor's discretion. We do not offer these as a routine service. Alternatively, you can contact our afterhours deputising service on 13 SICK (13 74 25).

Patient Feedback

This Practice is always happy to receive feedback and suggestions that may improve our services. All suggestions or complaints in writing will receive full consideration. From time to time we may invite patients to complete a survey on their perception of the Centre. These surveys are confidential and help us to improve our service to you.

Further assistance is provided by the formal complaint body in Queensland:

Health Quality and Complaints Commission
GPO Box 3089
Brisbane Qld 4001
Ph: 1800 077 308



FAMILY MEDICINE - PHYSIOTHERAPY DIABETIC EDUCATION - PATHOLOGY

Shop 5/166 Monier Rd,
Darra, Qld 4076

Ph: 07 3172 4332

Fax: 07 3162 5682

Email: admin@beautiphi.com.au

Opening Hours:

Mon: 7:00am to 5:00pm
Tues: 7:00am to 5:00pm
Wed: 7:00am to 5:00pm
Thurs: 7:00am to 5:00pm
Fri: 7:00am to 5:00pm
Sat: Closed
Sun: 9:00am to 2:00pm

**DR WALID AL-BERMANI
MBBS, FRACGP**

MIXED-BILLING

Book Online Now at:
www.beautiphi.com.au

General Practice Service

- General Practice
- Women's, Men's & Kid's Health
- Childhood & Travel Vaccinations
- Minor Surgeries & Procedures
- Wound Care
- Health Assessments
- Nutritional Advice
- Antenatal Care & Share Care
- Chronic Disease Management
- Work-cover Assessments & Claims
- On-site Pathology (QML Pathology)
- Pre-Employment & Insurance Medical Assessments
- Skin Checks
- Mental Health
- Family Planning
- Contraceptive Advice & Procedures
- Cervical cancer screening (Pap-smear)

Cosmetic Service

- Cosmetic Injectables
- Muscle relaxant
- Dermal fillers
- Acne treatment
- Skin cancer treatment
- Keloid treatment
- Skin care
- Weight loss treatment
- Sub-mental fat reduction
- Lipoplasty / Liposculpture / Liposuction

Allied Health

- Physiotherapy
- Psychology

Appointments

This clinic primarily runs on an appointment system however patients who are experiencing emergency situations will be given priority. We do our best to run on time and advise patients if we are late.

Our appointments are made every 15 minutes however if you have multiple issues to discuss with the Doctor or feel as though you may need extra time with your Doctor, please advise the reception staff when making your appointment.

Management of your Personal Health Information

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. All members of staff at this practice have signed confidentiality agreements. All personal information is handled in accordance with the Privacy Act 1988, the Privacy Amendment Act 2012 and the relevant state and territory legislation.

Transfer of Medical Records

If you are transferring to a new medical centre, we are more than happy to forward a health summary of your care. In order to do this, we will need to receive a request form from your new clinic, signed by yourself to authorise the transfer of records. There may be a fee associated with this service.

Phone Calls

If you are calling with regards to an urgent situation, your Doctor may be able to accept your call at the time. Alternatively, if they are in the middle of a consultation and are unable to take your call, the receptionist can take a message and pass this on to them on your behalf.

Prescriptions

All requests for medication need to be made directly to your Doctor at an appointment. It is your responsibility to ensure that you book an appointment with adequate time before running out of your medication. Prescriptions will not be prescribed without a consultation.

Pathology & Radiology Results

If your Doctor order's pathology or radiology tests for you, it is your responsibility to make a follow up appointment at a convenient time to discuss your results. We are not able to give results over the phone.

Childhood Immunisations

If you are bringing your child for their childhood immunisations, please advise reception at the time of booking. Your child needs to be well and symptom-free for 48 hours prior to their appointment and you will need to bring their Red Book with you.

Work Related Injuries

If you have suffered an injury or illness while at work, you may be eligible for Worker's Compensation. Please inform the receptionist and Doctor at the time of your visit so that appropriate paperwork can be completed. If a Workcover claim is lodged & rejected - you will be liable for any associated expenses.

Medical Certificates

Please be aware that it is illegal for a Doctor to backdate a medical certificate. This means that the Doctor can only give you a medical certificate on the day that you are assessed. Medical Certificates are supplied at the Doctor's discretion.