

## Appointments & Waiting Time

You are required to present your Medicare card to receive Medicare benefits at each appointment.

You are able to request your preferred doctor, however an appointment with an alternative doctor will be offered if necessary.

We sometimes run a little late and understand this can be frustrating for you. Please be aware that appointments are scheduled 10-15 minutes apart and emergencies are given priority. Check with reception if we appear to be running late.

Interpreters are available if required.

Extended appointment times are available upon request.

Please inform reception if your appointment pertains to Minor Surgery, Medicals, Workcover, Pap screening, or Test results.

We welcome walk in's, however there may be a wait as we fit you in between booked patients.

## Home Visits & After-Hours Care

Home Visits and after-hours care is available for regular patients who live within a 10km radius of the practice, at the discretion of their doctor, whose condition prevents them from attending the practice – patients will be privately billed \$50 for this service.

## My Health Record

What is My Health Record? It's a secure online summary of your health information. You control

## Practice Hours

Monday to Friday 8:00am – 6pm  
Saturday & Public Holidays 9:00am-1pm

**After Hours Care**  
**Outside of business hours**  
**0487 373 388**

### Medical Staff

Dr Dia Al Khatshen

### Reception Staff

Claire - Practice Manager

**Medical Administration Team:**  
Ellen, Kylie

### Practice Nurses

Devina

### Pathology

Sullivan & Nicolaides Pathology

**Our Doctor's are registered with the interpreting service should you require it. Please enquire at reception.**

**Please refer to our website  
For our privacy policy information.**



Dr Dia Al Khatshen

Please phone

**07 5613 3399**

for appointments

2/162 Gainsborough Drive  
Pimpama QLD 4209  
Phone: 5613 3399  
Fax: 5613 3390

email: [reception@pimpamafamilymedical.com.au](mailto:reception@pimpamafamilymedical.com.au)

[www.pimpamafamilymedical.com.au](http://www.pimpamafamilymedical.com.au)

ABN 57 612 874 631

**Online Bookings are available 24/7  
through Health Engine  
We Welcome Walk Ins.**

## General Services Available

We provide a range of services for your health care including:

- Women's Health
- Men's Health issues
- Minor surgery
- Pregnancy testing
- Family planning
- Pap screening
- Diabetes counselling
- Sports medicine
- Insurance medicals
- Immunisations
- Spirometry (Lung function testing)
- Pre-employment Medicals
- Workplace Injury Assessment
- Management of Chronic Diseases
- Industrial medicals and consultation
- Yellow Fever Vaccines
- Skin cancer checks
- Aged Care
- Heart check & ECG
- Pre & Post natal care
- Health care plans
- Nutritional advice
- Workers compensation
- Mental Health
- Travel vaccinations

## Skin Clinic

- Skin cancer checks, diagnosis & treatments
- Minor surgery - Mole & Sun Spot removal

## Travel Medicine

Pre-travel health advice specifically tailored to your itinerary and your medical background.

- Travel vaccinations
- Medications including malaria prevention
- Preparation for high altitude and adventure travel
- Yellow Fever vaccination centre

**Our mission is to provide the highest quality care and service to ensure the health of our patients.**

## Practice Policies

- No smoking, eating or drinking is permitted in our practice.
- No mobile phones switched on in the practice, as they affect sensitive medical equipment.

*Your co-operation is appreciated.*

## Results Procedure

Revision of your results is important. Please make an appointment to discuss these with your doctor. Due to confidentiality issues, no results will be discussed over the phone.

## Recall and Reminder System

Committed to preventative care, your doctor will seek your permission to be included on our reminder system. Routinely, we may issue you with a reminder notice offering you preventative health care services appropriate to your condition, e.g. diabetic register, pap screening, asthma register, and aged care assessment programmes. . We participate in the NST reminder system. If you do not want to be part of this scheme, please let your doctor or reception know

## Telephone

To maintain confidentiality, we avoid telephone interruptions to doctors, the nurse may be able to assist, or if you wish to speak to your doctor, a message will be taken and your call returned as soon as possible. Urgent enquiries will be put through. Please be aware that

## Emergency Care

Our practice has a fully equipped treatment room that enables our doctors to cater for the majority of routine accidents including suturing wounds, removal of foreign materials from eyes, etc.

## Fees & Billing Arrangements

We are a bulk billing practice, however we can not bulk bill Medicare for some items such as certain vaccinations, medicals, reports etc.

**Fees are payable at the time of consultation by cash, EFTPOS, Visa, or Mastercard.**

To clarify, please ask our reception staff.

## Prescriptions

Please check your scripts at the time of the last repeat; you will need a brief consultation for repeat prescriptions

## Privacy and Confidentiality

Your medical record is a confidential document. It is the policy of this practice to maintain complete security of your personal health information at all times and to ensure that this information is only available to authorised staff members. We abide by the National Privacy Principles.

## Your Rights

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor, Practice Manager or phone the Health Quality and Complaints Commission QLD on 07 3120 5999.