

**Appointments:** 10 minutes is regarded as a standard consultation in which one problem is addressed. If you feel more time with the doctor is required, you are welcome to request a longer appointment. Inform our reception at time of booking. Please book an appointment for each family member.

**Upon Arrival:** Please present your Medicare card and all Concession cards to the receptionists and inform that of any change of address/telephone numbers.

**After consultation:** you should report to reception to inform them you are leaving.

**Prescriptions, referrals and Medicare certificates:** These are legal documents. We require you to make an appointment to obtain these.

**Results and Reports:** Please make an appointment to obtain results and reports. You will be contacted if results require urgent attention.

**Recalls and Reminders:** The practice has a system whereby patients are contacted for follow-ups and preventative health care activities. If Patients don't require this service, please advise reception. Doctors are not able to take phone calls/respond to emails. However reception can take your call/email for you.

**Telephone Calls for Doctors :** To minimise interruption with the doctor all phone calls will be returned by the doctor in a timely manner.

**Home Visits:** It is your doctors discretion to provide a Home visit. Arrangements can be made by phoning the practice

### COMPLAINTS & FEEDBACK

*Please do not hesitate to discuss any concerns you have about privacy issues relating to your health information with your Doctor.*

*If not satisfied you may contact:  
The Federal Privacy Commissioner  
GPO BOX 5218  
Sydney NSW 2000*

*If you wish to take any other complaints further you may contact.  
Office Of Health Ombudsman  
133 OHO (133 646)  
Mon-Fri 9-5pm  
PO BOX 13281 George Street  
Brisbane QLD 4003*

We are interested in your suggestions and appreciate your input. If you think we are doing a great job, let us know! You can submit your feedback or suggestions with our Practice Manager or simply put them in our suggestion box. Periodically, patients will be asked to assist us by completing a confidential survey. You will not be required to provide a name. At any time you can provide feedback to reception

**National Home Doctors Service  
After Hours Medical Care  
Ph: 137425  
You're Doctors after Hours Visiting  
Service  
[homedoctor.com.au](http://homedoctor.com.au)**



### Calamvale Central Shopping Centre

**Shop 5B/ 668 Compton Rd  
Calamvale, QLD 4116**

**Ph: 3711 2280**

**Fax: 3711 2281**

### BULK BILLING-MEDICARE

**Trading Hours  
Monday – Thursday:  
7:30am-5:30pm  
Friday:  
7:30am-5:00pm  
Saturday: CLOSED  
Sunday : CLOSED  
Public Holidays: CLOSED**



**ACCREDITED  
GENERAL  
PRACTICE**

### Doctors of Choice

We recognize the value of every doctor/patient relationship.

Every effort is made to enable you to see the doctor of your choice. On an occasion when you are seen by another Doctor in the practice, our records support good communication to facilitate your care,

#### Doctors:

**Dr Nagwa Farag**

**Dr Aboobaker Khatree**

**Dr Ghina Al-Sarraf**

**Dr Riaz Essof**

**Dr Brenda Mary**

Please inform us if your matter is URGENT. We are trained to help you, and emergencies are assessed promptly. Please inform Reception Staff if you are nauseous, have chest pain, any other pain, difficulty breathing, distressed or in discomfort, bleeding or if a rash is present, or if you have been in an accident prior to arriving. We are trained to triage your healthcare needs and to accommodate you in the safest way possible.

**IN THE EVENT OF AN EMERGENCY  
PLEASE PHONE 000**

### Our Services

- **A well equipped treatment room**
- **Family Medicine**
- **Antenatal Care**
- **Childhood immunization**
- **Flu Vaccinations**
- **Travel Vaccinations**
- **Drivers License Medicals**
- **Medicals (Pre-employment/ Insurance)**
- **Electrocardiograms (ECG)**
- **Respiratory Function Tests (Lungs)**
- **Minor Surgical Procedures**
- **Wheel Chair Available**
- **Child Health Checks**
- **Skin/Mole Checks**
- **Weight Management**
- **Iron Infusions**
- **Diabetic care**
- **Implanon Insertion/removal**
- **Allied Health**
- **Women & Men Health**

### Support Staff

#### Practice Manager

**Tami Rose**



#### Nurses:

**Hayley Dwyer**

#### Reception: Staff:

**Rosa**

**Dalia**

**Hannah**

#### Dietitian:

**Todd Josefski**

#### Physiotherapist:

**John Boules**

### PRIVACY & CONFIDENTIALTY

All Health Service Providers must comply with the Privacy Act 1988 (Commonwealth). The Act Australian privacy principles 2018

which set the rules for the handling of personal information. These principles cover collection, use, storage and disclosure of information.

Fully informed and voluntary consent as to the above must be obtained before or as soon as practicable after the collection of health information.

Information regarding a person's medical history is needed to assist in providing diagnosis and treatment. To ensure quality and continuity of care, a Patient's health information may have to be shared with other health care providers