CONFIDENTIALITY AGREEMENT.:

"Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff". It is a Practice Policy at My HealthCity that NO patient information (personal or medical) be released to anyone over the phone.

AFTER HOURS SERVICE.:

National Home Doctor Service is a service which connects patients requiring medical attention outside of regular clinic hours with qualified Doctors who can make a house call on the Gold Coast. Please contact ***National Home Doctor Service on 13 SICK (137425)***
OR
Please visit *The Emergency Department @ GOLD COAST UNIVERSITY HOSPITAL*
OR *ROBINA HOSPITAL*

OUR DOCTORS.:

- Dr Kishore Nallapu
- Dr Jameel Ashraf
- Dr Jacky Wong
- Dr Aung Aye
- Dr Aus Ahmad
- Dr Priyankarie Jayatilaka (PJ)

All our doctors are experienced GP's and have extensive training in different aspects of general practice.

OUR FRIENDLY STAFF.:

Finance Manager – Rajitha
Practice Manager – Jas
Practice Nurses - Kim, Dahee, Paris
Senior Receptionist - Stacey
Our reception team – Natalija & Larnah

HOME VISITS.:

We do not routinely offer home visits as part of our normal services. If there are extenuating circumstances where we believe a patient may require a home visit from one of our doctors, please call the practice and provide the reception staff with as much explanatory details as possible. This information will be passed along to the treating doctor who will exercise their discretion regarding the matter. If the doctor determines that a home visit is possible, there may be an out-of-pocket expense for the patient. The patient will be notified of this expense prior to the home visit consultation.

RESULTS.:

It is our policy that NO results will be given over the telephone. You will need to make an appointment to discuss the outcome of any investigations that you are referred for.

INTERPRETER SERVICES.:

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

FEEDBACK & COMPLAINTS.:

We are genuinely interested in any concerns or complaints that you have with any aspect of our Practice. **Please feel free to write, email, telephone us or leave feedback in Suggestions & Feedback box.**
Attention: Practice Manager.

If you have a complaint that we cannot resolve to your satisfaction you can contact:
Office of the Health Ombudsman
Mail: Director, Business Innovation
Office of Health Ombudsman
PO Box 13281, George St,
Brisbane, QLD 4003
Ph.: 133 OHO (133 646)
Email: complaints@oho.qld.gov.au

MY HEALTHCITY

Unit 6 / 7 Attenborough Blvd, Pimpama, QLD 4209

Please call – 13 MY H CITY (Toll-Free)

PH: 07 5514 1616 **FAX:** 07 5514 1699

Email.: admin@myhealthcity.com.au

Website.: www.myhealthcity.com.au

Welcome!

It is our great pleasure to welcome you to My HealthCity.
We are dedicated to the highest standard of professional care for our patients, with an emphasis on long term follow up with the same General Practitioner.

OPENING HOURS

We are open 365 days

Monday to Friday	-	8.00 am to 5.00 pm
Saturday	-	8.00 am to 1.00 pm
Sunday	-	8.00 am to 4.00 pm
Public Holidays	-	8.00 am to 1.00 pm

 # Hours might change, please contact us for further enquiries.

SERVICES PROVIDED.:

1. Family General Medicine
2. Men's & Women's Health
3. Children's Health
4. Immunisations & Vaccinations
5. Women's Clinics and Antenatal care
6. Sexual Health
7. Skin Checks
8. Travel Health
9. Chronic Disease Management
10. Health Assessments
11. Mental Health
12. Minor surgery and trauma
13. Diabetic Care
14. Asthma Care
15. Weight management
16. Work & Insurance Medicals
17. Work Cover

and much more..

ADDITIONAL SERVICES.:

1. Pathology (4cyte) on site,
2. Pharmacy
3. South Coast Radiology
4. Podiatrist – *Natasha Nadon*
5. Dietitian – *Chloe Cassidy*
6. Diabetes Educator – *Debra Singh*
7. Psychologist – *Eyup Ertugrul Kose & Kyrillos Morkos-Eid*

WALK INS.:

We do accept walk in appointments, however if we are fully booked and your needs are not urgent, we will make an appointment for you at the earliest available time.

ARRANGING AN APPOINTMENT.:

- Please call the practice on 07 5514 1616 or 1300 My H City (Toll-Free) to book an appointment with one of our friendly reception staff

You can also Book Online via our website:
https://myhealthcity.com.au/

REMINDER SYSTEM.:

This Practice uses a reminder system and recalls system regarding follow up appointments (e.g.: pap smears, vaccinations, health checks etc). This consists of text messages, phone calls and letter. ALL Patients must come back for their test results.

PRACTICE FEES & APPOINTMENT TYPES.:

A list of fees is available on our website.

- We are a Mixed Billing Practice
- Bulk Billing is available for patients with a valid Medicare card 0 – 15 yrs old, patients with a Centrelink issued Pension Card, Centrelink issued HealthCare Card, Centrelink Issued Commonwealth Seniors Card, DVA Gold Card, ATSI, All Care Plans & Health Assessments, Childhood immunisations & Government funded immunisations.
- Telehealth appointments are also available for existing patients (*conditions apply*)
- Payment is required on completion of your consultation.

OTHER FEES.:

- Phone Consults: $40 (Gap Fee)
- MTP – Medical Termination of Pregnancy (Dr Ashraf) - $500 (Gap Fee)
- Iron Infusion – $175 (Gap Fee)
- Venesection - $175 (Gap Fee)
- Ingrown toenail removal - $100 (Gap Fee)
- Skin Check - $60 (Gap Fee)
- Laceration Repairs - $100 (Gap Fee)
- Implanon Removal **&** Insertion - $150 (Gap)
- Implanon Removal **OR** Insertion - $100 (Gap)
- Ear Toilet Microsuction - $80 (Gap Fee)
- Ear Syringing - $60 (Gap Fee)
- Commercial Drivers Licence - $220 (Gap)

For a more comprehensive list of fees, please ask reception

UNABLE TO KEEP YOUR APPOINTMENT.:

Please provide us at least one hour notice if you are unable to keep your appointment, so it can be offered to someone else.

URGENT MEDICAL TREATMENT.:

Patients that require urgent medical treatment please inform reception staff immediately. The understanding of other waiting patients would be greatly appreciated.

TELEPHONE COMMUNICATION.:

- Telephone interruptions to doctors are only for emergencies. However, if you would like to leave a message with reception, we will endeavour to follow it up with the doctor and get back to you.
- Due to privacy laws, Pathology & Radiology results are NOT given over the phone, unless previously arranged with your doctor.

ELECTRONIC COMMUNICATION.:

Electronic communication is available through the email address admin@myhealthcity.com.au

Email messages will be forwarded to the appropriate doctor or staff member, and a response will be given in a timely manner.

REPEAT PRESCRIPTIONS.:

For repeat prescriptions, please make an appointment with your doctor.

PRIVACY POLICY.:

Our Practice collects personal health information and safeguards its confidentiality and privacy in accordance with National Privacy Principles. Any information that we collect is kept strictly confidential and is only used for your care.

Copy of our policies can be requested from reception.

Updated 04.09.25