



Salisbury Doctors

Shop 6/660 Toohey Road
SALISBURY QLD 4107
Tel: 07-3274 2888 Fax: 07-3274 2866

(Proud to be a QPA Accredited Practice)

Practice Information Sheet 2024

PRACTICE HOURS

Monday	8:30am - 5:30pm
Tuesday	8:30am - 5:30pm
Wednesday	8:30am - 5:30pm
Thursday	8:30am - 5:30pm
Friday	8:30am - 5:30pm
Saturday	1:00pm - 5:00pm
Sunday	CLOSED
Public Holiday	CLOSED

After Hours: 13 74 25 (13SICK)

QEI Hospital: 07 3182 6111 (The closest public hospital)

Health Advice Hotline: 13HEALTH (13 43 25 84)

IN THE EVENT OF EMERGENCY DIAL 000

BOOK YOUR APPOINTMENT ONLINE

www.salisburydoctors.com

OUR STAFF

DOCTORS & their Qualifications:

Dr Oliver Yang - MBBS, FRACGP

Practice Principal- Interest in General Medicine and dermatology

Dr Rebecca Yang - MBBS, FRACGP

Interest in General Medicine, women's health and chronic disease management

Dr Grace Li - MBBS, FRACGP

Interest in General Medicine

Dr Wenan Qi - MBBS, FRACCM

Experienced in emergency department

ADMINISTRATION

PRACTICE MANAGER: Leah Xu, David Sun

NURSES: Frank Bao

RECEPTIONIST: David Sun, Richard Zhang

ALLIED HEALTH SERVICES

Dietician

Mater Pathology

Physiotherapy

For more details and appointment please call 07 3274 2888

Health Information and Confidentiality

This practice is committed to maintaining the confidentiality of your health information and has protocols in place to safeguard your privacy. This has been established to ensure that we meet appropriate legal and ethical standards. All staffs are required to sign a confidentiality agreement upon commencement of employment. This protocol is available for your perusal on request.

APPOINTMENTS

Consultations are by appointment and walk in. Urgent cases will be seen as quickly as possible by the first available doctor. Telephone and Telehealth consultations are available by prior arrangement. If your appointment is anything other than a standard consultation, please inform the receptionist at the time you make the appointment. Please note that this practice is strictly a no-bullying workplace. Any verbal or physical abuse will not be tolerated. Any breach of this policy will result in immediate removal from this practice.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our General Practitioners. If you feel you require a longer consultation time than 15 mins, please notify reception when making your appointment, e.g. these may be procedures, skin checks, multiple medical issues e.g. Pap Smear combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks.

Home Visits

Please contact reception 07 3274 2888 regarding Doctors Home Visits.

Forms

If you require a form to be completed by your doctor (e.g. Centrelink), it is necessary to make an appointment to see the doctor. Doctors are unable to complete forms outside a consultation.

Services Offered by the Practice

- General Medicine
- Skin and mole checks
- Minor operations for removal of cysts, moles and skin cancer
- Implanon Insertion or Removal, Mirena Removal
- Cryotherapy (freezing) of sunspots
- Childhood immunisations, adult routine and travel vaccinations
- Paediatrics/child health checks
- ECG & Spirometry
- Family planning/contraceptive advice
- Women's preventative health, breast checks and pap smears
- Antenatal "shared care" and postnatal care
- Men's preventative Health
- Emergency wound care management
- Health assessments, aged care package
- Chronic diseases Management such as asthma, diabetes and heart diseases
- Weight loss or weight management advice
- Mental health counselling
- Medicals - workplace, insurance, Workcover

Our practice is participating in the "First Nations" Government initiative.

To allow us to tailor appropriate care and assist with this government health initiative please tell reception, our Nurses or your Doctor if you identify with being of First Nations origin.

Waiting Times

Nobody likes to be kept waiting. Our Staff are well aware of this and try to adhere to appointment schedules. However, due to the unpredictable nature of a medical practice, doctors do sometimes run behind time. We sincerely regret any inconvenience caused to patients. Please feel free to contact the surgery to check whether your doctor is running on time.

Phone Calls and Emails

Due to time constraints, our practitioners are not able to take non-urgent phone calls from patients and cannot always return phone calls. It is preferred that patients make an appointment to discuss any concerns with a doctor in person. In some cases the receptionist will take a message and your call will be returned at the discretion of the doctor. Urgent phone calls will be put through to the doctor or nurse on duty. Urgent emails will be forwarded to the Doctor or Nurse on duty. Non-urgent emails will answer in a prompt manner by the Practice Manager or Receptionist. Patients should not use the email to contact the practice in an emergency.

Billing Policy

We **BULK BILL** all patients for consultation with a valid Medicare Card.

Out-of-pocket Fees are charged for the followings:

Fee schedule	Medicare Rebate	Out of pocket
Item 23	\$41.40	\$41.40 (if not holding a valid medicare)
Item 36	\$80.10	\$80.10 (if not holding a valid medicare)
Item 44	\$118.00	\$118.00 (if not holding a valid medicare)
Item 5020	\$53.90	\$53.90 (if not holding a valid medicare)
Item 5040	\$92.45	\$92.45 (if not holding a valid medicare)
Flu vaccine	NA	\$15
Iron infusion	NA	\$150
ECG	NA	\$40
Ear syringe	NA	\$40
Lung function test	NA	\$40
Pap smear	NA	\$60
Biopsy	NA	\$40
Q fever	NA	\$300
Commercial Driver Assessment	NA	\$150
Paperwork (Insurance/Lawyer)	NA	From \$200 +GST
Implanon Removal	NA	\$100
Implanon Insertion	NA	\$80
Mirena Removal	NA	\$50 (Dr Rebecca)

After Hours Doctor - If you require medical attention outside our opening hours, please ring 137425 and you will be advised of the time they can attend to you depending on your medical condition. A report will fax to us once they have seen you.

TELEPHONE CONSULTS

Patients will need to have attended the medical centre in-person within the last 12 months to be eligible.

Patients can join the queue for a telehealth consult via the HotDoc App or call us on 3274 2888 to make an appointment.

Please contact the practice for more information.

Recalls and Reminders

To obtain results you must make an appointment to see your doctor. A practice staff member may contact you to advise you that your results have returned and the doctor requires you to attend for the results. In adherence with our Privacy Policy results will not be given out over the phone. As part of our commitment to preventative health, patients may receive letters to remind them they are due to attend the surgery for a follow up appointment. Salisbury Doctors also participates in national and state-based reminders systems such as Pap smear and Immunization registers. If you do not wish to participate in these reminder systems, please notify reception.

YOUR PRIVACY

Salisbury Doctors respect your privacy. 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. Please ask a member of Reception if you would like a copy of Privacy Policy.

Patient Feedback

Our goal is to provide a quality and caring service in a comfortable and happy environment. If you have any concerns or suggestions, please phone, write or email to: Mr David Sun, Practice Manager Phone: 07 3274 2888 Email:

info.salisburydoctors@gmail.com

From time-to-time this practice invites patients to complete questionnaires regarding their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our service.

However, if you feel there is a problem you may wish to take outside, you may prefer to contact:

Office of the Health Ombudsman

Ph. 07 3005 7000

Visit: www.oho.qld.gov

Wheelchair/Ambulance

Easy access has been provided for wheelchair and ambulance transport. Disabled parking situated a few car parks from the practice.

Translation Service

A translation service is available. Please contact reception prior to appointment to arrange for an interpreter.