



Salisbury Doctors

Shop 6/660 Toohey Road
SALISBURY QLD 4107
Tel: 07-3274 2888 | Fax: 07-3274 2866
(Proud of being a QPA Accredited Practice)

Practice Information Sheet 2026

PRACTICE HOURS

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

After Hours: 13 74 25 (13SICK)

QEII 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 or book through HotDoc app

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
- **Dr Jenny Tian**- MBBS, FRACGP
Interest in General Medicine, women's health and chronic disease management

ADMINISTRATION & CLINICAL SUPPORT

- **Practice Manager:** David Sun
- **Nurses:** Frank Bao
- **Receptionist:** David Sun, Oscar Sun

ALLIED HEALTH SERVICES

Dietician, Mater Pathology, Physiotherapy. For more details and appointments please call 07 3274 2888.

HEALTH INFORMATION, AI TRANSCRIPTION 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 staff are required to sign a confidentiality agreement upon commencement of employment. This protocol is available for your perusal on request.

AI-Assisted Transcription: To enhance clinical efficiency, our doctors utilize Lyrebird Health (integrated into our Best Practice system). **Explicit patient consent** will always be obtained prior to utilizing this tool. Audio data is securely processed and is not permanently stored.

Data & Vaccine Security: Our clinic is equipped with a 2KWH battery backup system and a standby petrol generator, ensuring continuous safe operation of our vaccine fridges and IT servers for at least 12 hours during power outages.

PHONE CALLS, VOICEMAIL AND EMAILS

Our clinic utilizes a Cisco Webex telephony system on a 50/750 network with 5G failover, ensuring communication stability even during NBN outages. When reaching our voicemail, you will hear an introductory greeting. **Please note: If you are experiencing a medical emergency, please hang up and dial 000 immediately.**

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 be answered in a prompt manner by the Practice Manager or Receptionist. Patients should not use email to contact the practice in an emergency.

APPOINTMENTS & LONG CONSULTATIONS

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.

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., procedures, skin checks, multiple medical issues, Pap Smear combined with other issues, health plans, mental health plans, immunization, diabetes checks).

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 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 immunizations, adult routine and travel vaccinations
- Pediatrics/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.

BILLING POLICY

BILLING POLICY (Effective 1-7-2026)

Salisbury Doctors is a Medicare Bulk Billing Practice. We BULK BILL all patients for consultations with a valid Medicare Card. Out-of-pocket Fees are charged for the following services and items without a valid Medicare card:

Service / Item	Medicare Rebate	Out of Pocket
Item 23	\$45.05	\$45.05 (if no valid Medicare)
Item 36	\$87.10	\$87.10 (if no valid Medicare)
Item 44	\$128.35	\$128.35 (if no valid Medicare)
Item 5020	\$58.65	\$58.65 (if no valid Medicare)
Item 5040	\$100.55	\$100.55 (if no valid Medicare)
Item 75870	\$22.40	\$22.40 (if no valid Medicare)
Flu vaccine	NA	\$15
Iron infusion	NA	\$150
ECG	NA	\$40
Ear syringe	NA	\$40
Lung function test	NA	\$40
Biopsy	NA	\$40
Pap smear	NA	\$60
Q fever	NA	\$300
Commercial Driver Assessment	NA	\$150
Paperwork (Insurance/Lawyer)	NA	From \$200 +GST
Implanon Removal	NA	\$120
Implanon Insertion	NA	\$80
Mirena Removal	NA	\$50 (Dr Rebecca)

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.

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 to the results. In adherence with our Privacy Policy results will not be given 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 & PATIENT FEEDBACK

Salisbury Doctors respect your privacy. Your medical record is a confidential document. It is the policy of this practice to always maintain security for 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.

Our goal is to provide a quality and caring service. If you have any concerns or suggestions, please phone, write or email: Mr. David Sun, Practice Manager. Phone: 07 3274 2888. Email: info.salisburydoctors@gmail.com.

If you feel there is a problem you may wish to take outside, you may contact the Office of the Health Ombudsman. Ph. 07 3005 7000. Visit: www.oho.qld.gov.au.

Wheelchair/Ambulance: Easy access has been provided for wheelchair and ambulance transport. Disabled parking situated a few carparks from the practice.

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