

Patient Information

Grand Plaza Drive Doctors
1 Grand Plaza Drive
Browns Plains QLD 4118
Ph: 3800 0711 Fax: 3800 0977

Doctors:

Dr Sonny Feng: MBMSC,AMC CERT, FRACGP
Dr Geoffrey Luk: B.Pharm, MD,DCH,FRACGP
Dr Sophia Lim: BSc,MD,FRACGP
Dr Christian Tseng: MD,FRACGP
Dr Cheryl Ngieng: MD, FRACGP
Dr Stephanie Tang:MBBS, Dip. Dermatology, MMED (skin cancer), FRACGP
Dr Eun-Ji Park: MBBS, FRACGP
Dr Jenny Pan: MD, FRACGP

Other languages spoken:

Dr Feng is fluent in Mandarin and Cantonese.
Dr Stephanie Tang is fluent in Mandarin.
Dr Eun-Ji Park is fluent in Korean.

Special Interests:

Dr Sonny Feng has a special interest in anything to do with General Practice.
Dr Geoffrey Luk has a special interest in anything to do with General Practice.
Dr Sophia Lim has a special interest in anything to do with General Practice.
Dr Christian Tseng has a special interest in anything to do with General Practice.
Dr Stephanie Tang has a special interest in anything related to skin eg: skin cancer, dermatitis.
Dr Cheryl Ngieng has a special interest in anything to do with General Practice.
Dr Jenny Pan has a special interest in anything to do with General Practice.
Dr Eun-Ji Park has a special interest in anything to do with General Practice.

Surgery Hours:

Monday to Friday 8.30am to 6.00pm
Saturday: Closed
Sunday 9.00am -1.00pm

We are closed most public holidays.

Practice Manager:

Kylie Harvey

Practice Nurse:

Suki Kwok
Mikayla Iverson

Receptionist:

Edwina Savage
Kailey Meredith

Our surgery provides a variety of services:

Skin Cancer Checks and excisions if needed
General Check Ups
Womens Health

- Pap smears
- Antenatal
- Post-Natal care
- Implanon Removal
- Implanon Insertion
- Menopausal Care
- Weight Control
- Heart Monitor

E.C.G.
Immunisation
and Advice

- Children, Travel, Tetanus, Free Flu Shots for over 65, Indigenous Patients and those with chronic illness.
- Sutures, Removal of Moles and Skin cancers

Minor Surgery
Cryotherapy
Workcover
Stop Smoking
Diabetic Care Plan Program
Blood Pressure Checks
Asthma Care Plan
Pre-Employment Medicals
Mens Health Check
75 plus Health Check
Insurance Medicals and
Reports
Spirometry

- Examinations, Treatments and Follow Up

Appointments:

To make an appointment you may either phone the surgery on 3800 0711 or call into our surgery during office hours, use our online booking platform HotDoc which can be found on our website, or the app is available for download.

When making an appointment we ask that you have a time frame in mind. We will endeavour to meet your request as close to that time as possible. At this time, it would be appreciated if you tell the receptionist how many patients you wish to see the Doctor to ensure adequate time is allowed.

If you feel you need a longer appointment, please advise the receptionist and a longer appointment time can be made.

This surgery does run by appointments, **but EMERGENCY SITUATIONS** will always be given priority.

Walk-Ins:

Walk-ins are accepted by triage.

After hours:

After hours you can contact National Home Doctor Service 13 7425. This service bulk bills with a current Medicare card. Please see receptionist for further details.

Speaking to your Doctor:

At times you may wish to speak to the doctor on the phone during surgery hours. This may not always be possible, the receptionist will take all your details and the doctor will return your call as soon as possible.

Electronic Communication:

At this stage we do not accept electronic communication from clients.

Interpreter:

An interpreter service is also available if required, please advise the receptionist on duty if you require this service and we will endeavour to have them ready for your appointment time.

Fees:

All Patients under the age of 16 will be bulk billed
Patients over the age of 65 with current Pension or Health Care Card are also bulk-billed.

Patients over the age of 65 without a current Pension or Health Care Card will be charged the appropriate consultation fee.

Patients over the age of 16 will be charged the appropriate consultation fee.

After you pay for your consultation reception will be able to in most cases apply the Medicare Rebate for you before you leave the practice.

Visitors from overseas or patients without a Medicare card will be charged a standard fee of \$70, payable **BEFORE** the consultation.

Newborns will also be charged a fee of \$70.00.

Insurance and medical forms are billed directly to the requesting party, or patient before the consultation.

Medicals for a Commercial Vehicle Driver's License are not bulk-billed. The receptionist will advise the amount to be paid before the consultation.

Please be aware that most specialists, private hospitals, some scans and ultrasounds are not bulk billed and there may be a cost involved. It is advisable to phone the appropriate Provider for the cost.

Reminders:

The surgery will send reminders for immunisations, pap tests, asthma and diabetic recalls where necessary. **IF YOU DO NOT WISH TO RECEIVE THESE REMINDERS PLEASE ADVISE THE DOCTOR OR THE RECEPTIONIST.**

Referrals:

Any referrals required to be sent to most public hospitals for specialist clinics will be sent either via Medical Objects, Smart Referrals (**please note this is a secure sight**), or referrals will be faxed to the Central Referral Hub on 1300 364 248

Data:

It is the policy of this practice to send pap results, immunisation data to the State, Commonwealth Registry. If you do not wish to have these sent through, please advise the receptionist on duty or the doctor you are seeing.

Infectious Patients ie: (cold/flu symptoms, measles, chickenpox) and distressed patients:

If you suspect you or your child may have an infectious disease or feel too upset to sit in the waiting room, please advise the receptionist.

Confidentiality:

Your medical records are confidential documents. 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.

FOR YOUR OWN CONFIDENTIALITY WE ARE UNABLE TO GIVE OUT ANY INFORMATION TO ANOTHER PARTY, IE: WIFE, HUSBAND OR CHILD OVER FOURTEEN.

Prescriptions:

Prescriptions are not given without an appointment unless you have a prior arrangement with the doctor.

Home Visits:

The Practice offers home visits, if you require one of these please advise reception. The cost of this visit will be at the Doctors discretion.

Results:

Pathology results must be discussed with the doctor during consultation. If the doctor has advised you to ring reception you will only be told the message left by the doctor.

Transfer of Medical Records:

If you wish to transfer your medical records from our surgery to another service provider/medical centre we ask that you sign either a transfer of records form or a request of information form at the service provider/medical centre you wish to attend. Without your signed consent no information will be released to your new service provider/medical centre.

Complaints/Feedback:

You are welcome to speak to the reception staff or doctor if you have any complaints or queries at any time. You may also contact the Office of the Health Ombudsman 133 646 if you feel you cannot speak directly to either the doctor or receptionist. If you wish to complete a complaint form please ask the receptionist on duty and they will arrange the document for you to complete.

Any complaints or feedback you may have are all kept in strict confidence. The Principal Doctor and or Practice Manager will follow these up with yourself and address any issues arising that you may have.

Pathology:

We have QML pathology located just outside the practice on the other side of the pharmacy.

Their hours are Monday-Friday 7.30am -3.00pm for any blood test that is required.

They are closed Saturday and Sunday.

No appointment is necessary for most tests available through QML.

Allied Health:

We have a Podiatrist that visits the Practice each week.

This company is called Family Podiatry Centre, you can schedule an appointment by calling their office on 3344 7033.

We also have a visiting Dietician each Wednesday.

Susan Phillips is the Dietician and alternates her Wednesday's from the morning session each fortnight to the afternoon session on the alternate week.

We are here to help you as much as we can and to make your visit as pleasant as possible.

THANK YOU FOR VISITING
GRAND PLAZA DRIVE DOCTORS