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Dr. M. H. Rehman Provider No. 233591CW
MBBS, FRACGP, FACRRM, Higher Dip Surgery (SA)



WELCOME

Opening Hours: Monday to Friday 8.30am - 5.00pm & Saturdays 8.30am - 1.00pm

PRACTICE STAFF

DR M. H. REHMAN - Dr Rehman graduated from the University of Punjab in 1989. In 1999 he gained a Higher Diploma in General Surgery from College of Medicine in South Africa. Dr Rehman has been practising medicine in Queensland since 2000. Dr Rehman was admitted as a "Fellow" of The Australian College of Rural and Remote Medicine in 2002 and "Fellow" of Royal Australian College of General Practitioners in 2005. He is an RACGP accredited medical acupuncturist. Dr Rehman is a Vocationally Registered General Practitioner by Health Insurance Commission and Royal Australian College of General Practitioners. Dr Rehman is interested in all aspects of medicine with special interest in surgery and acupuncture.

NURSING - Cher Tahvanainen - RN and Kerriann Lovekin - EEN

RECEPTION - Reception duties are shared by our Practice Manager Tara Weakley & receptionist Tayla Nish.

SERVICES AVAILABLE AT REHMAN CLINIC:

- Acupuncture
- Antenatal
- Home Visits
- Minor Surgery
- Plaster Casting
- Counselling
- Pre-employment medicals
- Driver's medicals
- Immunisation
- ECG's
- Health Assessments
- Women's/Men's Health
- Reminders for Preventative Care
- Occupational medicine
- Cryotherapy
- Health Education
- Recalls for abnormal results and checks
- Insurance medicals
- Spirometry
- Veteran Affairs medicals
- Nursing home visits
- Out-of-hours care via roster system
- Paediatrics

APPOINTMENTS

Rehman Clinic runs an appointment system. Appointments can be made in person or by telephoning the surgery. You can also book standard appointments online via our website

www.rehmanclinic.com.au Urgent problems will be dealt with promptly. Patients who have multiple or complicated problems are asked to let reception know when making the appointment, so we can book accordingly. As it is impossible to tell when emergencies will arise, the doctors sometimes cannot adhere to the appointment schedule. Patients should feel free to contact the surgery prior to appointment to check if things are running on time. If patients decide to come early to their appointment they will not be placed in the queue until their scheduled time slot.

We request that routine appointments are made early and that early notification is given of cancellations. Should you miss your appointment without cancelling, it will be recorded on your file.

FEES

It must be noted that some services provided by Rehman Clinic do not attract a Medicare rebate. Examples of such services are Insurance medicals and Pre-employment medicals.

- Dr. Rehman bulk bills patients with the following cards:
 - Department of Veterans' Affairs
 - 'Centrelink' Pensioner and Health Care Cards
 - Commonwealth Seniors Concession

You are requested to settle accounts at the time of consultation. Cash, MasterCard and VISA card are accepted. Dr. Rehman's fees are \$60.00 for a standard visit and \$90.00 for a long visit. Overseas visitors without Medicare cards will be charged \$120.00.

HOME VISITS

If patients feel too ill to attend the surgery, they can be seen at home provided that:

1. They are regular patients of the practice.
2. They are Elderly and frail.
3. They live within 15 kilometers of the surgery.

Home visits are usually done in the evening, after the surgery has closed. Alternative arrangements can be made for urgent matters.

SCRIPTS

Scripts will only be issued by making an appointment for a consultation.

WHEELCHAIR ACCESS

Wheelchair access is available at the front of the surgery and driveway.

RESULTS, RECALLS & REMINDER SYSTEM

We have in place a system whereby once the result/report comes in and the Doctor would like to discuss it with the patient our receptionists will phone to make a suitable appointment for this to be followed up. If unable to contact patient 3 times a letter will be sent. If they are required to make appointments for overdue pap smears or vaccinations a letter will be sent.

NEW PATIENTS

Doctors believe the first appointment is most crucial in obtaining full medical history, height, weight and other tests. Each new patient appointment takes at least 15 minutes if not longer.

PATIENTS RECORDS

Patients may sign a medical release form which allows the Clinic to obtain their health records from their previous doctors. Patients who wish to have their records available for all G.P.'s and hospital all over Australia will now be able to do so via 'My Health Record'. You will need to register on the website www.myhealthrecord.gov.au

Please note: If you decide to change Doctors and no longer want to attend Rehman Clinic, Dr Rehman will not accept you back as a patient if you wish to return later.

AFTER HOURS SERVICE

For the Doctor on Call After Hours you may call our Clinic Number- 4191 4690 and it will prompt you with the phone number to call. For the 'Dial A Home Doctor' service please call 13 99 99 and for general medical advice, you may call the GP Helpline on 1800 022 222.



TELEPHONE CALLS

The doctors will take telephone calls from regular clients of the practice. However, most calls will need to be returned after the end of the working day and staff are to be given some information as to the nature of the inquiry.

EMAILING

Our email address is admin@rehmanclinic.com.au and all enquiries will be addressed within 48 business hours and forwarded to your doctor.

PATIENT FEEDBACK

From time to time Rehman Clinic invites patients to complete a questionnaire on their views of the clinic and how the service could be improved. These surveys are completely anonymous and confidential. If problems arise with any aspect of care received at Rehman Clinic we are keen to hear about them. Patients are encouraged to report any problems to the staff who will then inform/refer the information to the appropriate person. If major complaints arise there are many avenues through which they may be resolved, including referral to the **Office of the Health Ombudsman P: 133 OHO (133 646) Address: PO Box 13281 George Street, Brisbane Qld 4003** or email: complaints@oho.qld.gov.au also Qld Health can be contacted on 3234 0111.

TRANSLATING AND INTERPRETING SERVICE

The Translating and Interpreting Service (TIS National), is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. You can ask one of our receptionists about TIS or call 1300 655 820 for more information.

PRIVACY

Rehman Clinic fully respects the privacy of your personal health information and adheres to requirements of the Privacy Act. The Practice has an official privacy policy, which is available on request.