



64 Torquay Road, Pialba, Qld, 4655

ABN: 65 099 111 663

P: (07) 4191 4690

F: (07) 4194 1428

E: admin@rehmanclinic.com.au

www.rehmanclinic.com.au

Dr. M. H. Rehman - Provider No.233591CW

MBBS, FRACGP, FACRRM, Higher Dip Surgery (SA)

Dr. Alireza Firouzfard - Provider No. 423885GF

MBBS

Dr Parvathi Cholangi - Provider No. 263731LJ

MBBS

WELCOME



Opening Hours: Monday to Friday 8.30am – 5.00pm & Saturdays 8.30am – 1.00pm (when available)

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.

DR ALIREZA FIROUZFAR - Dr Ali graduated from Medical School in 2003 back in Iran. He started working as a Medical Officer in Australia in February 2010 and for the past 4 years has been working as a General Practitioner (GP) in Childers.

His interests include diagnosis and treatment of skin cancers, minor surgeries such as excision of skin lesions and cysts.

The mainstay of his practice is safety of his patients, communication with patients and active participation of patients in prevention and treatment.

Dr Ali has been living in Hervey Bay with his family since 2014 and really enjoys it here.

He has a love for soccer and spends his time off training his 10 year old daughter and 7 year old son. They both play for local soccer teams in Hervey Bay.

Dr Ali enjoys spending time with his family & pets and does carpentry and study.

DR PARVATHI CHOLANGI - Dr Parvathi joined us in January 2021.

Dr Parvathi Cholangi graduated in India. She has over 30 years’ experience in General Practice. Dr Parvathi has been working in Australia since 2004.

Her special interests are Woman’s health, Children’s health, Mental health & Dermatology. She is highly passionate about providing holistic care to our patients. Throughout her years of practice, she has had the privilege of seeing each one

of her patients through the different phases of their medical journey which has given her great joy.

Dr Parvathi is now looking forward to supporting our patients through their medical journey.

NURSING – Amanpreet Kaur Grewal – RN and Kerriann Lovekin - EEN

RECEPTION – Reception duties are shared by our Practice Manager Tara Weakley and Receptionist Jessica Delaney.

ALLIED HEALTH PROFESSIONALS

Dietitian – Kathleen Walker (Fuel Your Life)

SERVICES AVAILABLE AT REHMAN CLINIC:

- Acupuncture
- Pathology
- Dietitian
- 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, Pre-employment medicals or Allied health visits.

➔ 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.

Our other Doctors Bulk Bill all visits that attract a Medicare rebate.

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

Rehman Clinic uses Health Engine to monitor all their results and recalls. We contact patients quickly and reliably for their required follow-up appointment, using secure SMS in addition to letters and phone calls. We have in place a SMS reminder system that helps to ensure our patients are reminded of their upcoming appointments, along with providing them the ability to instantly confirm, cancel, or re-book their appointment.

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. Dr Rehman is no longer taking new patients, however Dr Ali & Dr Parvathi are.

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

If you need to provide us feedback or if you have a complaint, please contact the Practice Manager (Tara Weakley) via phone or by emailing admin@rehmanclinic.com.au

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.