Rehman Clinic

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 Firouzfar - Provider No. 423885JB
MBBS
Dr Yasaman Aarabi – Provider No. 6545901B
MBBS
Dr Sina Javadinodeh - Provider No. 1869881T
MBBS

Proudly AGPAL Accredited
Our commitment to your safety and care

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 YASAMAN AARABI – Dr. Yasaman Aarabi is a dedicated and compassionate General Practitioner with a focus on internal medicine, paediatrics, and women's health. She has been practicing medicine since 2018, bringing valuable experience to her patients.
Dr. Aarabi is known for her kind and empathetic approach, ensuring that her patients feel comfortable and heard during their visits. Outside of her medical practice, Dr. Aarabi enjoys traveling and exploring new places. Additionally, she is an avid reader, finding solace and inspiration in the pages of books.
Dr. Aarabi obtained her medical degree from Gulian University of Medical Sciences, located in the beautiful city of Rasht in northern Iran.
She is excited about the opportunity to serve the Hervey Bay community with her expertise and commitment to providing comprehensive care.

DR SINA JAVADINODEH – Dr. Sina Javadinodeh is a dedicated and compassionate GP committed to providing comprehensive care for his patients. With a keen interest in General Practice, Skin health, and Psychiatry, he takes a holistic approach to medicine, ensuring every patient feels heard and supported.
Graduating from SBMU in Tehran, Iran in 2020, Dr. Sina brings a wealth of knowledge and experience to this practice, combining evidence-based medicine with a patient-centred philosophy.
Beyond his medical career, Sina is an avid cyclist and an active member of FC BUGS, embracing the thrill of the ride and the camaraderie of the cycling community. He also has a deep love for literature and philosophy, often exploring thought-provoking ideas that enrich both his personal and professional life.
Patients can expect a warm, professional, and thorough approach to their healthcare, with Dr. Sina ensuring tailored solutions that align with their needs and wellbeing.

NURSING – Michelle – RN, Chriss & Nat – EEN's
RECEPTION – Reception duties are shared by our Practice Manager Tara, Kristy & Savannah.

SERVICES AVAILABLE AT REHMAN CLINIC:

- Acupuncture
- Pathology
- 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
- Paediatric

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 Forms including Insurance, Commercial Driver Licence, Travel Insurance Medicals and Workplace Medicals etc.
You are required to settle **ALL** accounts at the time of your consultation. Cash, MasterCard & VISA cards are accepted. Overseas visitors without a Medicare card will have a fee of $120

We are Bulk Billing.
DVA patients will remain the same.
All other patients without Medicare Cards will have a fee each visit and are required to pay on the day of consult.

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 'Hot Doc' 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.

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, the clinic 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 'Hello Home Doctor' service please call 134 100 and for general medical advice, you may call the GP Helpline on 1800 022 222.

TELEPHONE CALLS

The doctors will do telephone consults from regular clients of the practice. However, most calls will need to be made 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) 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.