Gordonvale Family Medical Centre

Practice Information - 2026

Visit us online at www.gordonvalefamilymedical.com.au

PRACTICE DOCTORS

Dr Lisa Fraser, MBBS, FRACGP
Dr Andrew Korinihona, MBBS , MMed, FRACGP
Dr Arash Foroudi, MD, BSc
Dr Duncan McGrouther MBBS
Dr Rachel Inbanathan MBBS, FRACGP
Dr Pooria Neshat, MD
Dr Kirsty McKenzie, MBBS FRACGP
Dr Asim Khan , MBBS FRACGP

We are a teaching practice with James Cook University and host students and GP registrars for further training and experience. All Doctors are Vocationally Registered and are committed to general practice and continuing medical education. The Practice is an RACGP Accredited General Practice.

SURGERY HOURS

Mon—Fri	8.00am-8.15pm
Saturday	8.30am-5:30pm

AFTERHOURS & EMERGENCIES

One of our doctors is available after hours on **07 4056 3600**. Out of pocket cost for after hours fees range from $98 to $122.

Our staff are experienced in helping you decide whether the matter requires an appointment, return call or urgent advise. We do not accept **email** for matters relating to medical care.

SERVICES include:

- Antenatal care
- Asthma education
- Childhood Immunisations and schedule catch-ups
- Dietary and Nutrition advise
- Diabetes Checks, management and education
- Skin Checks and removal of skin cancers
- Weight management
- Men's & Women's health
- Minor surgery
- Travelers' vaccinations & advice
- Sports Medicine
- Insurance, Work Cover & Veteran's medicals
- Onsite pathology
- Visiting Podiatrist and Psychologist

YOUR RIGHTS

If you have a problem we would like to hear about it. Please talk to your Doctor or our staff, or write to us. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further, contact the Office of the Health Ombudsman for Queensland by phone 133 646 or at www.oho.qld.gov.au.

Our Practice is committed to RACGP national standards and quality improvement and is accredited every three years.

PRIVACY

Your personal information is handled in accordance with our privacy policy that is consistent with privacy legislation. You are entitled to know what information is held, who has access, to whom it may be disclosed, when your consent is needed and how it is stored. Details of our privacy policy and general privacy information is available at Reception.

EMERGENCY OR IMPAIRED MOBILITY ACCESS

Dedicated parking and double doors. No steps.

BILLING ARRANGEMENTS

Our tiered fees are designed to meet the needs of most patients.

Private patients pay a gap beyond the Medicare rebate with a reduced fee offered for follow-up visits.
All children under 16, Aged pensioners and **Gold Vets** are bulk billed for surgery visits.
Other pensioners and **Health Care Card** holders are offered a reduced fee.
All **diagnostic** and **treatment** procedures are bulk billed.
A detailed schedule of fees is displayed at Reception. Payment at time of consultation is required, and appreciated, by cash, cheque or EFTPOS. We can lodge your Medicare claim directly.

APPOINTMENTS

Online bookings can be made via our website.

Consultations are by appointment and can be booked by phone or via our website. All urgent medical problems will be attended on presentation including walk-ins. You are encouraged to request your preferred GP. To help us keep to schedule:

- Advise us if you need a longer consultation
- Phone ahead if time is a concern
- Notify us if you are unable to attend
- Ensure a separate appointment is made if more than one person wishes to see the doctor at the same time.

Longer appointments are available, please ask when you make your appointment if you need some extra time.

Home visits are available to regular patients for substantial medical reasons, but most problems are best dealt with at the surgery.

Local nursing home and hospital visits. Our doctors attend Pyramid Retirement Centre twice a week.

Telephone consult: Available to patients if Medicare criteria is met and practical.

Repeat Prescriptions beyond those already given are not normally repeated without a consultation, for good medical reasons. **Test results** may be provided by telephone only to the patient or guardian, and if your doctor has reviewed and commented on the result. Your doctor will advise if you need follow-up care but you are encouraged to contact the Practice if you have any concerns.

PREVENTATIVE HEALTHCARE

Keep your contact details up to date.

The Practice offers a Reminder service for regular patients to alert you when you are due for important followup healthcare. Reminders are usually sent by SMS unless OPT Out.