

## Arrangements for care outside of normal hours

For all after hours care Eaton Quality Medical and Skin Cancer Centre partners with National Home Doctor Service. If you or your family require the services of a GP outside of clinic hours, please call 13 74 25

## Referrals

If additional treatment is required outside of our service within this surgery this will be discussed with you during your consultation.

## External Services

Eaton Quality Medical and Skin Cancer Centre engages other services within the community to provide optimal care for our patients.

## Reminder System

Our practice is committed to preventative care. Your doctor will seek your permission to be included in reminder systems. We take part in both the surgery recall system and also several State and National registers such as Pap Smear register, Breast screen register and the Australian Immunisation Register. You may be issued with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part in any of these recall registers please let your doctor or receptionist know.

## Management of your personal health information

All medical records (both manual and computerised) are treated as strictly confidential. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

## Communication Services

Our practice engages TIS National (Translating and Interpreting Service) for patients requiring a translator. A booking can be made by calling 131 450

Eaton Quality Medical and Skin Cancer Centre would welcome any feedback and input to improve our service. Please feel free to talk to your doctor or the staff, or if you prefer, write to us or use our suggestion box for any problems you have with the service we provide. We take your concerns, suggestions and feedback seriously. However, if you feel there is a problem you wish to take up elsewhere, you may prefer to contact: Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane Qld 4003 Telephone 133 OHO (133 646) Email [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

*Eatons Quality*   
**Medical & Skin Cancer**



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## About Us

We are a Multidisciplinary group of Professionals. Our mission is providing the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness. We strive for excellence in interactive and interpersonal customer service. We are committed to promoting health, wellbeing and disease prevention to the community. We treat ALL patients with dignity and respect in the provision of excellent care. We believe in and assist with a patient's right to participate in decisions regarding their healthcare.

## On arrival

Medicare/Veteran + Concession Cards must be presented to the Receptionist to ensure your details are kept up to date. Ensure you have signed a Consent for Use & Disclosure for Personal Health Information form, for us to provide optimal ongoing comprehensive health care.

## Appointments

Please telephone 07 3118 5651 to make an appointment or [www.eqms.com.au](http://www.eqms.com.au) to book online. Practice Policy ensures every effort is made to accommodate your preferred time and GP. Emergencies will always be given priority. All children and elderly will be seen on the same day. Long consultations are available for complex medical problems, medicals and minor surgery. Please advise so this is accommodated.

## Home and other visits

Doctors must authorise the arrangement of out-of-surgery visits and admission. Prior arrangements are required to accommodate this. This service is bulkbilled for patients with a current Medicare card. Please speak to reception for further details.

## Telephone access

All urgent matters will be addressed immediately. Requested information or advice relating to clinical care is available by informing the receptionist who will forward to the doctor. It is preferable however for patients to make an appointment. Electronic access (email) to the doctor can be organised if required by informing reception. Fees may apply.

## List of Services

- General Medicine
- Children's Health & Adolescent Health
- Women's Health
- Men's Health
- Immunisations
- Enhanced Primary Care
- Allied Health Services
- Antenatal Care
- Skin Cancer
- Skin Cancer Surgery
- Veteran's Affairs
- Workers' Compensation
- Travel Health
- Pre-employment medicals

## Our Doctors



Dr Peyman Mira graduated in 1996 from a prestigious medical university in Iran and has worked in General Practice since. In 2009, Dr Mira moved to Australia and continued to provide a range of General Practice services to the local community. He obtained his Fellowship with RACGP in 2011. Dr Mira is accredited as a skin cancer physician by the Skin Cancer College of Australia. Dr Mira's passion is in the diagnosis and treatment of skin cancers and Melanomas, including advanced excisions, flap procedures and grafts.



Dr Behnaz Khosravi is a qualified and experienced physician with a keen interest in women's health and paediatric care.



Max practicing medicine since 1998. He is a fellow of the Royal Australian College of General Practitioners. Max's fields of interest include but are not limited to: skin checks and excision of skin cancer, minor surgeries, children's health (paediatrics), elderly health, diabetes, chronic disease management, pain management and veterans.

## Hours of Operation

Monday	8:00am - 5:00pm
Tuesday	8:00am - 6:00pm
Wednesday	8:00am - 5:00pm
Thursday	8:00am - 6:00pm
Friday	8:00am - 5:00pm
Saturday	9:00am - 2:00pm
Sunday	10:00am - 1:00pm

## Billing Policy

Eaton Quality Medical and Skin Cancer Centre is bulkbilling for all General Practice consultations. Any General practice services that incur a non-rebateable fee such as medicals and consultations for overseas patients will be displayed at Reception. Our Skin cancer clinic is mixed billing and any related fees will be discussed with you prior to treatment. Our clinic offers both skin clinic services including procedures and General Practice services on a Saturday and Sunday. These services will also incur mixed billing rates. Please ask our friendly Receptionists for more information.

## Test Results

For medico-legal reasons test results will NOT be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.