

INFORMATION GUIDE



NORTHSIDE
(07) 4927 7611

Shop 8, Northside Plaza Shopping Centre
222 Musgrave Street North Rockhampton

Monday – Friday 8am - 5pm
Saturday 8:30am - 12:30pm

SOUTHSIDE
(07) 4921 4175

Shop 20A, City Centre Plaza, Fitzroy
Street Rockhampton

Monday – Friday 8.30am - 5pm
Saturday 8.30am - 12:30pm



OUR PRACTICE

At CQ Medicentre, we aim to provide you and your family with high-quality primary health care. Our trusted doctors will help you make informed health decisions.

From the sniffles and check-ups to preventative lifestyle strategies and chronic illness management, our doctors are there for you and your family every step of the way.

**Better
Healthcare
Today**

CQ Medicentre Northside



CQ Medicentre Southside



Your Consultation

When you arrive at your appointment, check in with our friendly reception staff. Please advise them if:

- Your consultation includes a review of X-rays, scans or pathology, immunisation, dressings or removal of sutures;
- Your consultation involves insurance, Veterans Affairs, Worker's Compensation or any other Medico Legal matter;
- you need a long appointment, or you require an additional appointment for another member of your family (each person being seen requires their own appointment); or
- You have other urgent commitments elsewhere.

This information will help us keep to schedule.



MEET OUR DOCTORS

Northside

Dr Husra Mohamed Hussain

MBBS, FRACGP

Dr. Dewald (Wald) Hattingh

MBChB, BMedSci, FRACGP, Cert Aest Med, Cert ClinOcc Med, ANZSOM

Dr. Nivine Farage

MBBCH, MRCP(UK), DRSB, MRCGP, FRACGP, Grad Dip Occ Env H.

Dr. Imran Hussain

MBBS, FRACGP (AUS), DCH (AUS), Cert ClinOcc Med (MONASH), ANZSOM

Dr. Monica Gantus

(MD) Universidad Nacional de Rosario; FRACGP

Please be advised Dr Gantus does not provide family planning consults such as Contraceptive medication

Dr. Negar Kazemitabrizi

(MD) Shahid Beheshti University of Medical Sciences

Dr Sohaib Nasim

MBBS

Southside

Dr. Marco Barnard

MBChB, FRACGP, Dip Fam Med, Cert Clin Occ Med

Dr. Fatima Riasat

MBBS, FRACGP, DCH

Please note, Dr Fatima does not see male patients aged 16 years and older.

Dr. Sania Rafiq

MBBS, FRACGP

Dr. Mark Brown

BAPP. Fc.Math, Grad GP, MBBS, FRACGP, Cert Aes Med

Dr. Tahera Dolon

MBBS, SCHP, CWH

Dr. Dhimuthu Dinusha Britto

MBBS

OUR SERVICES

CQ Medicentre is a general practice for all members of the family. We have some extra services to ensure we provide the best care possible.



Immunisations

We do all immunisations, from childhood and flu vaccinations to Yellow Fever, Q Fever, Typhoid and more.

Our doctors are trained in Travel Medicine, so they know exactly what you need for that upcoming trip. Although some vaccinations require a script to be filled, we stock most in the practice, making it a quick and easy process.

Book a consultation with one of our friendly doctors for your next immunisation.



Chronic Disease Specialists

We have doctors that specialise in chronic disease so we can help you best manage your health in all of its stages.



Ultrasound-Guided Joint Injections

We use ultrasound to provide a clear image and guide injections for accurate and efficient administration.



Wound Clinic

We can help the healing of wounds that have persisted for more than four weeks.



OUR POLICIES

Repeat Prescriptions

We want to make sure we provide you with the best treatment, so we do not issue prescriptions without a consultation. If you would like a repeat prescription, your doctor can prescribe you what's best for your health during your consultation.

Chronic conditions

Chronic conditions require regular reviews; a prescription can be requested to reception if you have seen the doctor within the last 3 months.

Authority scripts require an appointment with a doctor.



Telephone Policy

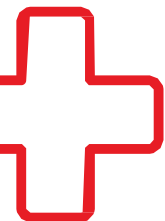
Appointments are essential to ensure that your time with your doctor is yours and only yours.

You can speak to your doctor over the phone during a telehealth appointment. This guarantees that you receive the best care at a time and place that suits you. Please note that the booked in time for a phone consultation is an estimated time only.

Medical Records

CQ Medicentre cares about your privacy. Your medical record is a confidential document. It is our policy to secure your personal health information and ensure that this information is only available to authorised members of staff.





PATHOLOGY AND REFERRALS

Pathology Results

Please direct requests for blood, biopsy or histology results to the nursing staff, preferably between 2.00pm and 3.00pm.

Referrals

When necessary, our doctors are able to seek an opinion from a specialist. Referral letters to specialist doctors for a new condition will require an appointment.

Continuing Referrals

An appointment may be required depending on how long it has been since your last consultation with our doctor and if any tests are required before seeing the specialist doctor.



EXCEPTIONAL CIRCUMSTANCES



Emergency and After Hours

Please phone 13SICK (137425).

Urgent Cases

For all urgent cases please call 000 or present to Rockhampton Base Hospital.

HAPPY AND HEALTHY

Health Information

To help you manage your health, CQ Medicentre has a reference library of informative literature and videos. Ask your doctor or reception staff for material that could help you.

Reminder System

For ease and efficiency of communication, we use a reminder system to follow up tests and results, reports and clinical correspondence.

Patient Feedback

At CQ Medicentre, we aim to provide a positive experience in every aspect. You can let us know what we are doing well or how we can improve by emailing reception@cqmedicentre.com.au

You can also talk about your thoughts regarding the practice with your doctor or receptionist.

For further information regarding complaints, please contact The Office of the Health Ombudsman through www.oho.qld.gov.au

Our fees

Each consultation is different. Fees vary according to the nature, duration and the procedure performed in the consultation.

Payment is essential at the time of consultation for all patients. We offer EFTPOS and credit card facilities.

Pension and Healthcare Card holders are offered a discounted fee. To ensure that the correct fee applies, please present your card upon payment.





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Book online



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