

# **Practice Information Sheet**

## **Practice Contact**

**Address: Unit 6/ 111-113 Short Street, Boronia Heights 4124**

**P: 07 3809 2333    F: 07 3809 3750**

**E: [boroniaparkmc@gmail.com](mailto:boroniaparkmc@gmail.com)**

**Website: <https://boroniaparkmedicalcentre.com.au>**

## **Doctors**

- General Practitioner: Dr. Ling Zhang
- General Practitioner: Dr. Liguang (Eric) Wang
- General Practitioner: Dr. Hong (Holly) Zhou
- General Practitioner: Dr. Jitendra Mistry

## **Allied Health**

- Physiotherapist: Mr. Jasper Lee
- Dietitian: Miss. Angie Chan
- Registered Acupuncturist & Chinese Herbalist: Mr. George Sun

## **Practice Hours (by appointment):**

Monday to Friday: 8:00 am to 5:00 pm

Saturday: 10:00 am to 4:00 pm

## **Practice Staff**

Practice Nurse/s:

- Miss. Heidi Lee
- Miss. Joyce Ling

Practice Manager: Mr. Jethro Ling

Receptionist/s:

- Mr. Roger Look
- Miss. Dawn Lim
- Miss. Yeshi Vines
- Miss. Angela Yu
- Mr. Ethan Wang

## **Appointments**

Please contact the Practice on 07 3809 2333 to arrange an appointment. Every effort will be made to accommodate your preferred time and General Practitioner.

Emergencies will always take priority and our Reception staff will attempt to contact you if there is any unforeseen delay or your usual General Practitioner has been called away. Standard consultation time is 15 minutes; longer consultation times are available so please ask Reception staff should you require extra time.

We usually allow for extra time for Procedures, Children's Vaccines, Women's Health Checks and Health Assessments.

If you or a family member require an Interpreter Service, we can arrange this on your behalf. Please advise when you make an appointment.

## **Care Outside Normal Operation Hours**

For after hours appointments please contact National Home Doctor on 13 74 25 or Hello Home Doctor on 134 100. Please contact Browns Plains Medical Centre and Skin Cancer Clinic for care between hours of 8:00 am to 10:00 am on Saturdays. For advice over the phone call QLD Health on 13 43 25 84.

## **Home and Other Visits**

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery.

## **Telephone Access**

General Practitioners and nurses in the practice may be contacted during normal Practice hours. If they are with a patient, a message will be taken and the reception staff will advise you when it is likely that the General Practitioner or the nurse will return your call. Your call will always be put through to the General Practitioner in an emergency. You can also send us an e-mail however emails or phone calls cannot replace a consultation.

## **Our Practice**

Boronia Park Medical Centre is a modern and spacious, well-established family practice. We provide a range of dedicated general practice healthcare services and have an extensive network of specialists. We also have Allied Health Professionals and QML Pathology onsite to provide a variety of health care services. Our Practice aims to deliver excellence in medical care for patients, with a focus on continuity of care, innovation, and education. We are located in Brisbane South and approximately 30 mins drive from Brisbane CBD. Boronia Park Medical Centre is

accredited by the AGPAL, which demonstrates our commitment to continually improving our services to our patients.

### **Our General Practitioners**

Dr. Ling Zhang is a general practitioner with over 20 years of clinical experience in all aspects of general practice. He has a special interest in Imaging diagnosis, paediatrics and cardiovascular diseases. Also has extensive experience in complex chronic conditions, minor surgical procedures, such as skin cancer excision, implanon removal and insertion, skin disorders, emergency medical service, worker's, and compensation consultations

Dr. Liguang (Eric) Wang has over 20 years clinical experience in medicine, with special interest in skin cancer treatment, minor procedures, men's health, children's health, chronic disease diagnosis and management, mental health, health assessment, commercial driver licence and travel medicine.

Dr. Hong (Holly) Zhou has over 30 years' experiences in medicine, with special interest in women's and children's health, antenatal and postnatal care, fertility issues, aged care and chronic disease management, minor surgery, skin cancer and dermatology, general medical conditions, cardiovascular disease, and immunisation.

Dr. Jitendra Mistry joined the practice in late 2003. He has vast experience in all aspects of general practice. He is also involved in the teaching of medical students and doctors.

### **Services available:**

- General health check
- Pap smears
- Maternity care
- Antenatal care
- Post-natal care
- Heart check & ECG
- Respiratory care
- Vaccinations: children & adults
- Insurance medicals
- Mental health care
- Family planning
- Pregnancy tests
- Tendon steroid Injections
- Wound care
- Chronic Disease Management Plan
- Baby Checks
- Hearing Tests
- Nutritional advice
- Diabetes management
- Travel advice and vaccination
- Palliative care
- Sports medicine (general)
- Old person health assessment
- Children health assessment
- Skin cancer service: skin check, cryotherapy, biopsy, and excision
- WorkCover

**Fees and billing arrangements:**

Boronia Park Medical Centre provides bulk billing services provided you present a valid Medicare card. Non-Medicare cardholders will be charged standard consultation fees. Certain treatments and procedures might incur a gap fee, please discuss with the doctors should you have any concerns.

For newborns, our practice will bill parents/guardians until a valid Medicare Card Number is supplied. However, please note that these out-of-pocket costs can be reimbursed by Medicare upon receipt of Medicare Number for the Newborn. Please request a tax receipt from our friendly receptionists after making payment to help expedite the claiming process.

If you are a concession card holder - the holder of a pension card, health care card etc. - we encourage you to present this card to reception upon your visit, along with your Medicare / DVA card.

If you are a traveler or an overseas student and do not have a Medicare card - standard consultation fees will apply. You may, however, be eligible for reimbursement by your travel insurance or OSHC company.

Some consultations are not eligible for bulk billing and will incur charges. These include: commercial driver license medical assessments, insurance medicals, pre-employment checks and work cover. Please call our practice for more information regarding these services.

If you have any questions regarding fees, please get in touch via our practice number – (07) 3809 2333. We'll be happy to help you out.

**Getting the results of any test or procedure:**

Your doctor will advise when they expect the results to arrive at the practice. The surgery will then contact you if your results require a follow up appointment. We advise you to make a follow up appointment to discuss your results. Please feel free to call the surgery if you have any questions.

**Reminder System:**

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know.

**Management of your Personal Health Information:**

Your medical record is a confidential document. 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. If you want access to your personal health records, ask our receptionists for assistance.

We abide by the ten Australian Privacy Principles available at:  
<http://www.privacy.gov.au/health/index.html>

You can ask reception for a copy of our Privacy Policy.

## **Privacy**

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current from March 2023. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

## **Collection**

We collect information that is necessary and relevant to provide you with medical care and treatment, and manage our medical practice. This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in hand written medical records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers.

We collect information in various ways, such as over the phone or in writing, in person at our practice or over the internet if you transact with us online. This information may be collected by medical and non-medical staff.

In emergency situations we may also need to collect information from your relatives or friends.

We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

## **Use and Disclosure**

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents. We may also from time to time provide statistical data to third parties for research purposes.

We may disclose information about you to outside contractors to carry out activities on our behalf, such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

## **Data Quality and Security**

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- securing our premises; and
- placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure.

## **Corrections**

If you believe that the information we have about you is not accurate, complete or up-to-date, we ask that you contact us in writing (see details below).

## **Access**

You are entitled to request access to your medical records. We request that you put your request in writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your medical records.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

## **Complaints**

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the relevant authorities.

General Complaints can be directed to:

Office of the Health Ombudsman

Telephone: 133 646

Web: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Complaints that relate to privacy issues or concerns that cannot be resolved internally are to be directed to the Office of the Australian Information Commissioner (OAIC):

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Postal Address: GPO Box 5218, Sydney NSW 2001

Web: [www.oaic.gov.au](http://www.oaic.gov.au)

## **Overseas Transfer of Data**

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

## **Contact**

Please direct any queries, complaints, requests for access to medical records to:

Post: Attn: Privacy Policy,

Dr Trevor Roy

25 Harbour Parade

Coomera QLD 4209

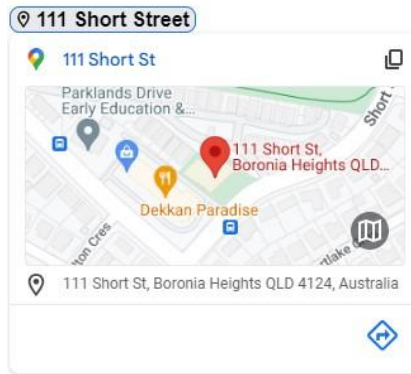
**Prior to a patient signing consent to the release of their health information patients are made aware they can request a full copy of our privacy policy and collection statement.**

Patient consent for the transfer of health information to other providers or agencies is obtained on the first visit. A copy of our consent form is included below.

Once signed this form is scanned into the patient's record and its completion noted. Note: Consent for transfer of information differs from procedural consent.

## Map

📍 111 Short Street



The Practice is located right next to the Suzies Laundry. There is onsite parking at the front of the building with wheelchair and ambulance access.