

Patient information sheet

About the medical practice

The centre offers patients comprehensive care. All doctors providing services from this location conduct their independent practice in an ethical environment.

Our practice aims to offer a professional and efficient setting where all general health needs and services can be met in a pleasant and convenient location. The doctors at our practice specialise in Men's, Women's, and Children's health, as well as chronic disease management, preventative care, and Travel Vaccinations.

Our staff members have extensive experience in the medical field and are dedicated to providing you with the highest quality of care. Our treatment room is staffed with Registered Nurses who have many years of experience in practice nursing. If you have any questions about the practice or our independent doctors, please don't hesitate to reach out to a member of our team.

Appointments with your doctor

Appointments can be scheduled through the following options:

- Utilising the HotDoc online portal
- Contacting the practice via phone 08 6256 5150

Urgent Appointments

A limited number of "on the day" appointments are available for urgent medical cases, so please tell us if you feel you or your child have an urgent medical matter. Urgent appointments will be triaged by the practice nurses.

Free interpreting services

These are available through the Translating and Interpreting Service (TIS National). Please make our reception staff aware if you are wanting to use this service prior to the day of consultation.

Travel consultation / immunisations

Travel consultation appointments are more complex and will need to make over the phone through our reception staff. Paperwork regarding the destination and medical history is important and will need to be completed and returned prior to the day of consultation. Once everything checked by our clinical staff, the vaccination will be given on the day and arrangements will be made for follow up vaccination.

Fees and billing arrangement

Our focus is to deliver quality health care to clients. To enable us to do this, most of our services are privately billed.

Discounts are offered to holders of health care cards and pension cards. We accept cash, EFTPOS and major credit cards. Please note that Saturday medical fees incur a higher fee.

Medicare rebates will be claimed at the time of the payment and reimbursed to you by the method you have arranged with Medicare. Fees are not greater than recommended by the Australian Medical Association. Full payment is required at the time of service.

There may be additional fees apply depending on the service provided by the doctor. Please speak to reception regarding fees provided for other services if you are unsure.

The following services are not covered by Medicare:

- Workers Compensation
- Pre-employment Medical Examinations
- Insurance medicals
- Providing services to people not covered by Medicare
- Transport Accident Commission (claim information required)
- Travel Vaccinations
- Additional fees for wound care and procedures will apply in some instances. You will be advised prior to treatment of any out-of-pocket expenses.

After hours

The clinic has organised out of hours coverage through the Home doctor service. If you require medical attention outside of our opening hours, we will direct you to call this service on 1300 030 030. The Dial-A-Doctor service operates from 6pm weekday, 12 noon Saturday, all day Sunday and all public holidays. They are an accredited, medical disputing service, providing in home consultations, bulk billed. Record of your consult will be forwarded to your GP.

Electronic communication

There are risks associated with electronic communication in that the information could be interpreted or read by someone other than the intended recipient. Our practice will only encrypted communications to other health care providers and patients. Password protection is required on all medical correspondence. As a policy we discourage email communications in order to protect patient privacy.

Parking and disable access

Ample parking is available. Entrance to building is through the car park. Our patient parking area features specially designated disability parking spaces located near the elevator, which provides easy access to the main entrance of the practice. Additionally, a wheelchair is available upon request.

Reminder system

Our practice is committed to preventative care. The independent doctors of this medical centre will include you on our database for a reminder for cervical screening tests, chronic disease care plans, immunisations, and other preventative health care issues. We will facilitate this service to you via SMS or letter so that you can make the appropriate appointment arrangements. If you do not wish to be part of this system, please let your doctor know.

Repeat prescriptions and referrals

Doctors providing prescriptions, referrals to specialists or pathology test results are responsible ethically and legally to ensure these are correct and warranted. Therefore, a consultation with a doctor is necessary.