

Health Information Brochures/Pamphlets

Health information brochures are available from folders and pamphlet holder in waiting rooms. Doctors and Practice Nurses are available to supply information sheets on request.

Some that are available are:

Diabetes information

Cholesterol Pregnancy

Heart Disease Asthma

and many more. Please feel free to ask for help.



Services Offered

Diving Medicals

Driving Medicals

Mines Medicals

Pre-employment Medicals

TeleHealth Conferencing

Other Clinics Available

Diabetic Clinic

Clinical Psychologist

Western Pathology

Asthma Clinics (Periodically)

COPD Clinics – Chronic Obstructive Pulmonary

Disease (Periodically)

Osteoporosis (Periodically)

Orthotics

Immunisation/Flu Clinics

Skin Checks

THIS PRACTICE IS A TOTAL NON-SMOKING AREA

Confidentiality

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.

Interpreter Service

Translation and Interpreter Service is available on 1300 575 847.

Suggestions/Complaints

Our practice is committed to excellence and we welcome any suggestions that could improve on our services. We have a suggestion box located in the main waiting area. Please feel free to utilise this service. Any further concerns please approach our friendly staff. If required a complaint form is available on request.

The Health and Disability Services Complaints Office (HaDSCO)
GPO Box B61
Perth WA 6838

Complaints and enquiries line: (08) 6551 7600
Administration: (08) 6551 7620
Fax: (08) 6551 7630

MANDURAH DOCTORS

Unit 6/5 Murdoch Drive
GREENFIELDS WA 6210
Ph: 9535 8700 Fax: 9535 8733

Welcome to our friendly family practice. On arrival you will be welcomed by our receptionists Lyn, Midge, Lea, Claire, Caroline, Danielle.



Practice Manager is Elaine Smith

General Practitioners:

Dr W. Smit, Dr S. Deric-Jovanovic

Dr M. De Beer (Nursing Homes Only)

Dr A. Ramadan Dr C. De-Silva

Dr N Mirinchige

Our Practice Nurses are Sue, Cara, Nicole and Linda.

Opening Hours

Monday to Friday 8.00am to 5 pm.

Appointments available 8.30 am to 4.50 pm.

Lunch break is 12 noon – 1.00 pm (No appts)

Appointments

Our practice is run on an appointment system and for a smooth running of the practice we offer different types of appointments.

Standard: normally required for one problem

Brief: for repeat prescription or ongoing referrals

Long: for more than one problem or you feel that you require more time with the doctor.

Appointments

URGENT appointments are for clinically urgent problems only. If no appointments available the Practice Nurse via phone will assess if required to come in immediately or at a given time. Urgent appointments will not be organised around your existing appointments i.e. hairdresser, dentist etc

When making an appointment, it is advisable to let the receptionist know which doctor you wish to see and the type of appointment required (standard, long, medical etc.). We endeavour to accommodate you with the doctor of your choice, but there are times when we will not be able to accommodate you. An appointment with another doctor will always be offered. In the event that we are fully booked you will be offered the next available appointment. If urgent you will be asked to speak with the Practice Nurse for assessment.

Immunisation Appointments

When booking an appointment please inform receptionist it is for an immunisation. This allows time for Practice Nurses to attend to requirements for immunising patients.

Home Visits

Home visits are made at the discretion of the individual Doctor. Requests for home visits will be assessed by the Practice Nurse, who will assess the urgency and liaise with the Doctor. You will then be advised if and when the Doctor will be coming.

If required an ambulance will be organised and you will be taken to Peel Health Campus and the Doctor will be informed.



Privacy Act

No personal information will *ever* be given out by staff e.g. forgotten appointments. This is a law under the 'Privacy Act' and is adhered to by all staff. Please note down your appointment time in a safe place or take an appointment card with you and keep in a safe place.

Scripts

No script requests will be taken over the counter or phone. All scripts require a brief appointment, or if a new script then a standard appointment is required. This includes lost scripts. **Please do not wait until you have run out of medication before making an appointment.**

Diagnostic Results (X-rays, blood tests)

No results will be given out over the phone. Abnormal results will be notified either by phone, mail or SMS. Once notified of abnormal results it is advisable to return to your Doctor **as soon as possible**. If results are normal and you wish to obtain your results, then a brief appointment must be made to discuss the results. We advise that at your next Doctor's appointment you request the results of last tests.

Receiving and Returning Phone Calls

Doctors do not take phone calls from patients during consulting hours, unless the Doctor has requested that the patient calls. If a patient feels it is urgent, they will be put through to the Practice Nurse for assessment. Doctor may not return call until close of surgery.

Out of Hours Care

Out of hours care is provided through Peel Health Campus at 110 Lakes Road Greenfields. Our answering machine advises patients to contact the Peel Health Campus **Phone 9531 8000** for urgent medical treatment and Health Direct for 24 hr health advice **1800 022 22**.

Charges/Fees

At the present time all children under 16 and Health Care Card, and pension card holders, are bulk billed and you must always have current pension card and Medicare card on you to receive this benefit. **All others will incur a private fee that is payable on the day**
Standard visit \$72.00 Long visit \$98.00
Discounted by \$5.00 when paid on day.

Please let us know at least 2 hours beforehand if you are unable to make your appointment for any reason. Failure to notify us will incur a non-attendance fee.

Items that are not bulk billed and will incur a private fee are diving medicals, work related medicals, medical reports and non-medically required driving medicals.

Please note that other health providers may charge for their services, i.e. x-ray, pathology, specialists etc. that you may have been referred to. We have no control over their fees.