

## 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.

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, telephone, 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.

**We will send you appointment reminders by SMS from HotDoc.** If you have consented to SMS. When you receive our SMS reminder, simply open the link or reply to securely confirm your appointment.

## BetterConsult

After booking your appointment you will receive a SMS with the BetterConsult questionnaire. This will help you get the most out of your appointment. BetterConsult is a “smart” pre-consultation questionnaire that asks the questions your doctor usually asks about the reason for your visit. It then prepares a summary for your doctor.

### What does it mean for you?

By knowing this information at the start of your appointment, your doctor can spend more of your time focussed on addressing your healthcare needs. Filling out BetterConsult prior to your appointment also helps you think through what you would like to address with your doctor.

## Immunisation Appointments and SMARTVAX

When booking an appointment please inform receptionist it is for an immunisation. This allows booking for the Practice Nurses as well as the Doctor. Anyone who has a vaccination and a mobile –phone registered with us and has given consent will automatically receive a test message from **SMARTVAX**. This is the world’s first active national adverse event surveillance system for vaccines. This will consist of a series of sms’s to determine if you have had a reaction in which we can then follow up.

## 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.

## 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 and e-scripts

All scripts appointment will have to be book as a short appointment. **Please do not wait until you have run out of medication before making an appointment.** You will be offered an e-script or a paper script when booking in. If you request an e-script you will be sent your script as a bar code as a sms. This bar code is scanned at the pharmacy which is now your script. If you request a paper script you will receive your script in the normal way.

## Diagnostic/Pathology Results

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.

## After Hours and Emergency Services For Urgent Medical Attention call **000**

You can also call **Health Direct** for 24 hr health advice line **1800 022 222**.

Non -urgent medical care please call **Dial –A-Doctors 1300 030 030 between 6p.m. to 8a.m.** They can come to your home.

## Charges/Fees

We are a fully **Bulk Billed** practice with the exception of these services that are **not** bulk billed and will incur a **Private** fee.

They are Pacing Medicals, Employment Medicals, Insurance Medicals, Medical reports and non-medically required Driving medicals.

**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 of \$30.00.**

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.

### 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, Cholesterol, Pregnancy, Osteoporosis Heart Disease, Asthma Travel Vaccines and many more. Please feel free to ask for information.



### Services Offered

Driving Medical, Mines Medicals, Pre-Employment Medicals and TeleHealth Conferencing

### Clinics Available

Clinical Psychologist  
Australian Clinical Labs Pathology  
Asthma Clinics (Periodically)  
COPD Clinics – Chronic Obstructive Pulmonary Disease (Periodically)  
Osteoporosis (Periodically)  
Orthotics  
Immunisation/Flu Clinics  
Skin Checks

### 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. To view our policy on privacy and confidentiality of health records please ask at

### Visually, Hearing and Speech Impaired Patients

For our patients that are visually impaired we have enlarged print of the Practice Information sheet. For the speech or hearing impaired patients accessing National Relay Service will provide help to communicate.

Voice: 1800 555 0060 TTY: 1800 555 630

**THIS PRACTICE IS A TOTAL NON-SMOKING AREA**

### Access to Health Records

It is the policy of the practice that any request by patients for a copy of their health record requires a booked appointment with the doctor. There will a fee for this service.

### 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 763



## MANDURAH DOCTORS

Unit 6/5 Murdoch Drive  
GREENFIELDS WA 6210

Phone: (08) 95358700 Fax: (08) 95358733

Welcome to our friendly family practice. On arrival you will be welcomed by our receptionists, **Kim, Lea, Loretta, Lyn and Penny.**

**Practice Manager:** Caroline

**Practice Nurse Manager:** Kerry

### General Practitioners:

Dr S. Deric-Jovanovic

Dr C. De Silva

Dr S. Sirinaga

Dr S. Haider

Dr M. Tanious

Dr G. Yassa

Dr M. Yousif

### Our Practice Nurses are Taylor, Tiffany & Yvette 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