



WILLETTON MEDICAL CENTRE

PRACTICE INFORMATION SHEET

A: 110 Pinetree Gully Road Willetton WA 6155
T: (08) 9310 1234
F: (08) 9332 2416
E: admin@willettonmedical.com.au
W: www.willettonmedicalcentre.com.au

OPENING HOURS

Mon – Fri 8am – 6.00 pm
Saturday 9 am – 3 pm
Sunday 10 am – 3 pm

AFTERHOURS CARE

Afterhours Home Visit Care is provided for our patients by PAHMS Perth After Hours Medical Service. This is a Bulk Billed Service which operates Weeknights 6pm till 8am, and Weekends 12noon to 8am Monday

PAHMS (Perth After Hours Medical Service)

PH: 6380 1328

1300 000 362

Alternatively you can attend an Afterhours Clinics

Canning Vale GPAH:

PH: 9456 0077

Weeknightly 7pm – 9pm

Sat & Sun 4pm – 9pm

**22 Blenheim Road
Canning Vale WA 6155**

IN AN EMERGENCY

**000 – for Emergency
OR
Ambulance to assist you**

**Go to nearest Hospital Emergency
FIONA STANLEY HOSPITAL
SJOG Murdoch**



CAN ANYONE BE SEEN AT THE SURGERY?

All patients are welcome at Willetton Medical Centre.

We have doctors who have special Interests in: Aboriginal Health, Migrant Health, Workers Compensation, and MVIT. We also provide medical care in all aspects of General Practice.

New patients and walk in patients are most welcome.



Many of the doctors and staff are multilingual and can speak a range of languages including Malay, Indonesian, Tamil, Cantonese and Yoruba (Nigerian Dialect) to better facilitate patient care.

Our Practice is patient friendly to anyone with a disability and we cater to families with young children; baby change facilities and a private room for nursing mothers is available for your convenience.

HOW DO I MAKE AN APPOINTMENT?

Please call the Practice during opening hours to make an Appointment : (08) 9310 1234.

Or you can make an **online appointment** via

Health Engine www.healthengine.com

There are emergency appointments available every day.

Wherever possible we will accommodate you with your doctor of choice.

Please give the staff information regarding the nature of your appointment so we can book accordingly. For example, pap smears and Medicals require a double appointment. Please let us know if you are coming in for a Care plan, Driving Medical or Vaccination as you will require an appointment with the Nurse.

If you cannot attend your appointment, please inform the Practice 24 hours prior.





New Patients to the practice, are requested to complete and sign the **New Patient Registration Form** and the **New Patient Clinical Form** with your relevant medical history for your medical file.

Please enquire about **Transfer of Notes** paperwork so we can access your previous health records.

BILLING POLICY

Willetton Medical Centre is a Mixed Billing Practice.

Consultations are generally Privately Billed

We Bulk Bill

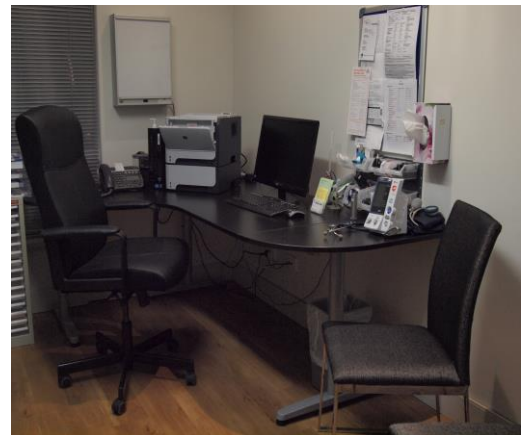
All Pensioners

All HCC holders

All Children under 16 years

Chronic Disease Clinic Appointments

INR Visits



Pre-Employment Medicals, Insurance Medicals and some Driving Licence Renewals are privately billed at a fixed rate.

Follow up Appointments for discussion of results may be Bulk Billed at the discretion of your doctor.

All Scheduled immunisations and Vaccinations, and routine dressings are Bulk Billed.

Please enquire about our specific **Billing/ Service List** attached/ available at Reception.



Payment is to be made on the day by Cash/ Cheque/ Credit Card or Eftpos. At Willetton Medical Centre, we offer the convenience of Medicare Online Claiming. This means we can credit your Medicare Rebate into your account, on the spot, via your savings or debit card.

Alternatively you can request a receipt and claim your rebate in person at any Medicare office or via post.



Workers Compensation: For all Work-related injuries.

Please ensure you have informed your employer. If this is your first visit, we will fax a signed letter on your behalf to your employer to assess if liability is accepted.

If this form is signed and liability is accepted, the account will be sent directly to your Employer.

If your Employer is not contactable and liability is not confirmed, you are required to make payment on the day until such time as liability is accepted.

Once a claim number is received, all further accounts will be issued directly to the Employer or Insurance Company.

MVIT: For any personal injury sustained in a Motor Vehicle Accident.

Please make a Police Report stating the nature of your personal Injury. After seeing the doctor an account is sent to ICWA (Insurance Commission of WA)

Please note: The patient is responsible for all accounts if there is any dispute in accepting any Insurance claim.



COST OF REFERRALS

Your Doctor may refer you to a Specialist, Allied Health Provider or for further investigations.

These services are usually charged at the discretion of the referred service provider.

Please contact individual providers to confirm their fees prior to your visit. Sometimes there may be *no out of pocket* expense options for eligible patients.



Most Radiology and Pathology services are bulk billed.



Please discuss this with your doctor.



HOME VISITS

Available to all regular patients of the practice when clinically indicated.

If the doctor working in session is unavailable for the home visit and it is an emergency, please attend the nearest hospital via ambulance. Otherwise a Bulk Billed home visit by PAHMS (Perth After Hours Medical Service) can be arranged after 4pm.



WHAT HAPPENS TO MY HEALTH RECORDS?

All patient records are strictly confidential.



Please remember to regularly update your particulars - phone number, address, emergency contact and Medicare details with our staff at **every visit**.

Transfer of medical notes from the practice is via mail upon written request.

For further information speak to one of our reception staff.

You can access your own health information / medical records upon written request. A hard copy of results will then be made available to you with a small administrative cost.

Further details regarding your Health Record management is stated in our [Privacy Policy](#), which is readily available to you upon request.

Please note that this Practice does not have email encryption facilities available to forward sensitive medical information in an electronic format securely.

We understand there may be certain situations where this may be necessary; please speak to our staff regarding our [Electronic Transfer Waiver Form](#).





HOW DO I CONTACT MY DOCTOR?

Important and urgent phone messages for doctors are recorded on a message sheet as soon as a call is made. However, the best way to communicate with your doctor is face to face via an appointment.



These phone messages are then passed to the doctor. The doctor will usually prioritise these messages and respond according to the clinical urgency of the matter.

Emails to the doctors are welcome at admin@willettonmedical.com.au, and are forwarded accordingly. This is NOT to be used in the case of any Emergency. Please note emails are attended to within the week.

For further details please ask our reception staff about [Communication/ Message Policy](#).

WHAT HAPPENS AFTER I AM REFERRED FOR ANY TESTS?

Due to confidentiality and medico-legal requirements, results are not given over the phone by staff.

When making a follow up appointment to discuss your results following blood tests and other investigations please allow 5-7 working days for these results to be received and reviewed by the doctor.

If your doctor is away, all results will be checked by the duty doctor and attended to appropriately.

Your healthcare and safety is important and we urge you take responsibility to ensure a follow up appointment has been organised to discuss your results in person.



As all doctors in the practice have access to your health records, if you cannot see your regular doctor please make an appointment to see *any* doctor at the practice.

Our Practice Policy: if there is an issue with your test results indicated by the reviewing doctor, then our staff will make every effort to contact you for a follow up appointment.

Another reason to regularly update your contact details every visit.



RECALLS AND REMINDERS



At Willetton Medical Centre, we have a telephone recall and reminder system.

Any follow up visit recommended by your doctor or scheduled care will be added to your notes and the staff will contact you at the appropriate time to make an appointment.

This may include - Pap smears, mammograms, childhood immunisations, care plan reviews, blood tests or colonoscopies. Please be aware that upon Transfer out of the practice, your outstanding recalls will be forwarded to your new Practice and deleted from our system.

WHAT IF I HAVE A CHRONIC CONDITION LIKE ASTHMA OR DIABETES?

We, at Willetton Medical Centre are proactive in managing chronic illness to prevent complications and to improve outcomes.

Most chronic conditions require regular follow up and monitoring at least twice a year. Often there is insufficient time during a normal appointment to deal with these issues.



Therefore we offer dedicated Chronic Disease Clinics, for optimal management of conditions such as Asthma and Diabetes, where you see a specifically trained clinic nurse and the doctor solely for the management of your condition.

You may be eligible for a series of rebateable Allied Health Support visits during the year.

If you or your loved one have a condition that is longstanding, please discuss with your doctor whether you would benefit from this service.

Please note: Care Plan services at WMC are bulk billed, however Referrals to other service providers is billed at their discretion.





WHAT IF I HAVE QUESTIONS ABOUT MY HEALTH CONDITION OR MEDICATIONS?



There is a range of informative brochures and pamphlets available within the surgery.

For more information on medications, we can provide you with printed patient education sheets, or a Consumer Medicines pamphlet, explaining the commonly asked questions regarding your medication.

Alternatively, you can speak to the clinic nurse regarding your concerns with your medications.

You may also be suitable to have a home medicines review performed by a qualified pharmacist at your home, so talk to us to see if you qualify.

ARE THERE STUDENT / TRAINING DOCTORS AT THE PRACTICE?

We are a proud teaching Practice and have GP Registrar Doctors in training and medical students occasionally sitting in with your Doctor.

You will be informed upon presenting for your appointment if this may occur. Please let our staff or your Doctor know if you have any concerns and we will gladly respect your privacy.

Direct observation of a doctor in practice is the best source of learning for a student and we encourage and support this process.

HOW CAN I BE ASSURED OF THE QUALITY OF MY HEALTHCARE?

This Practice is Accredited to the standards set by the Royal Australian College of General Practitioners (RACGP).

We are assessed by an independent assessment body (AGPAL) every three years to maintain this Accreditation standard.

It has rigorous assessment procedures and protocols that need to be followed.





All our medical staff are registered with the Medical Board (AHPRA).

To maintain this registration, they are required to attend regular CPD (Continuing Professional Development) activities every Triennium to keep up to date with current trends and treatments.

All our nursing staff are registered with the Nursing Board, and also attend CPD activities.

All staff are required to hold a current CPR certificate.



HAVE YOUR SAY!

We are always striving to improve the quality of care that we provide so suggestions and feedback is welcome.

Please see our Practice Suggestion Box located at front reception and place your comments in the locked box. We will update you about any changes, improvements or actions taken on the Waiting Room Notice Board near the Entrance.



Despite our best efforts we understand issues do arise and we encourage you to communicate your concerns with us.

If you have a complaint or concern, please ask one of our staff for a complaint/concerns/feedback form. This form is also available on our website.

These forms are confidential and are reviewed by the Practice Principal for further action.

If you prefer, you can send us an email on admin@willettonmedical.com.au.

Details of the local State or Territory Health Complaints Conciliation Body are available from Reception upon your request.





DOCTORS AT WILLETTON MEDICAL CENTRE

DR V. KULAENDRA	- INTEREST IN DIABETES, INTERNAL MEDICINE - FLUENT IN TAMIL AND INDONESIAN
DR. SUHANIA KULAENDRA	- CHILDRENS HEALTH, COUNCELLING
DR. DEV KIRUPANANTHER	- WOMENS HEALTH, MIRENA, IMPLANON - FLUENT IN TAMIL
DR. RAJI KRISHNAN	- ABORIGINAL HEALTH - FLUENT IN TAMIL AND HINDI
DR. JOSEPH FUNG	- SKIN AND MONOR PROCEDURE - FLUENT IN MANDARIN
DR. ADEWALE OSINAIKE	- CHILDRENS HEALTH - FLUENT IN YORUBA
DR. HEMAH SAKARAPANI	- WOMENS HEALTH, CARE PLANNING - SPEAKS JAPANESE
DR. SONIA SAHU	- MENTAL HELATH, WOMENS HEALTH - FLUENT IN HINDI
DR. K. SATYAPAL	- COUNCELLING, MENS HEALTH - FLUENT IN TAMIL AND SINGHALESE
DR. DEEPIKA PERERA	- WOMENS HEALTH - FLUENT IN SINGHALESE
DR. SURABHI SHARMA	- VEIN CLINIC AND MINOR PROCEDURES - FLUENT IN HINDI

VISITING SPECIALISTS AT WILLETTON MEDICAL CENTRE

RHEUMATOLOGIST - DR SIVA BASKAR

PH:9314 5865



ALLIED HEALTH SERVICES AT WILLETTON MEDICAL CENTRE

PODIATRY – JOSEPH DONG	PH: 9310 5358
DIETITIAN – DIET BY D'ZYNE	PH: 9295 2486
LOTUS CHIROPRACTIC – ASHKA MEHTA	PH: 6162 8458
DIABETIC EDUCATOR – CAROLYN NUGENT	PH: 0417550396

WILLETTON SPECIALIST CENTRE – SERVICES

WAVES HEARING SERVICES	PH:6161 3937
PATHOLOGY – CLINIPATH PATHOLOGY	PH: 9310 5999

SERVICES AVAILABLE AT WILLETTON MEDICAL CENTRE

FLU VACCINES	IRON INJECTION/INFUSIONS
B12 INJECTIONS	INR CHECKS
ECG (ELCTRICAL HEART TRACING)	SPIROMETRY (BREATHING TEST)
TRAVEL MEDICINE	TRAVEL VACCINES
SKIN CANCER CHECKS	LIQUID N2 WART REMOVAL
MINOR SURGICAL PROCEDURES	VARICOSE VEIN CLINIC
PAEDIATRIC/ CHILD HEALTH	IMMUNISATIONS
WOMEN'S HEALTH	PAP SMEAR TESTING CARE
CHRONIC DISEASE CARE PLANS	HEALTH ASSESSMENTS
PRE-EMPLOYMENT MEDICALS	DRIVING MEDICALS