



WILLETTON
MEDICAL CENTRE

110 Pinetree Gully Road, Willetton WA 6155

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 – 5.30 pm
Saturday & Sunday	9am – 3 pm

AFTERHOURS CARE

Afterhours Home Visit Care is provided for our patients by **Dial-A-Doctor** and **Night Doctor**. This is a Bulk Billed Service which operates weeknights 6pm till 8am, and weekends 12pm to 8am Monday.

DIAL – A – DOCTOR
Bulk Billed Home Visits
Tel: 1300 030 030
Weeknights 6PM – 8AM Following Day
Weekends Sat 12 Noon – 8am
All Public Holidays

Alternatively, you can attend call

NIGHT DOCTOR
Bulk Billed Home Visit
Monday – Friday 6pm to 8.00am (next day)
Saturday 12 noon – Monday 8.00am
24 hours on Public Holidays

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, Hindi, Cantonese, Mandarin 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 at **(08) 9310 1234**

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

www.willettonmedical.com.au or **the online booking portal**
www.healthengine.com



There are emergency appointments available every day.

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

Please provide staff with information regarding the nature of your appointment so we can book accordingly. For example, Employment / insurance 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 as well.

If you cannot attend your appointment, please inform the Practice 24 hours prior to your appointment to avoid any cancellation fee.

All **New Patients** to the practice are requested to complete and sign the **New Patient Registration Form** and **Patient Clinical History**. Our online booking provider Health Engine will be sending the registration form link to you in a text message for online registration, or you can fill in the hardcopy on the day of your appointment. You can also obtain the registration form from [our website](#).

BILLING POLICY

Willetton Medical Centre is a Mixed Billing Practice.

Consultations are generally Privately Billed

We Bulk Bill

All Pensioners

All HCC holders

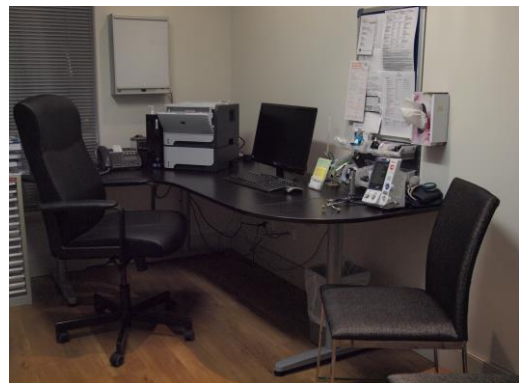
All Children under 16 years

Chronic Disease Clinic Appointments

INR Visits

Scheduled vaccinations and

immunisations Standard dressings



All other consultations are privately billed or may be bulk billed at the discretion of the doctor. Follow up Appointments for discussion of results may also be Bulk Billed at the discretion of your doctor.

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

All scheduled immunisations & vaccinations, and standard 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 online.

Workers Compensation: For all Work-related injuries.

Please ensure you have informed your employer of your injury. If this is your first visit, you are required to pay first and claim directly from your employer until you receive the claim number.

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

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

Please make a Police Report stating the nature of your accident. You are also required to complete a Crash report with Insurance Commission of WA (ICWA) to obtain a claim number.

While waiting for a claim number, you are required



to pay first and claim later for the consultation.

Once your claim has been approved by ICWA, all further accounts will be directed to them.

Note: In the event there is a dispute in the acceptance of the insurance claim, the patient is liable to make payment for any unpaid claims.

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 the 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 [Dial-A-Doctor](#) and [Night Doctors](#) can be arranged after 6pm (weekdays) and 12pm (weekends) through our afterhours care providers.



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 must be a written request from the patient.

For further information speak to one of our reception staff.

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



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

Please note that Willetton Medical Centre has email **encryption**, however we cannot guarantee end to end email encryption facilities.

HOW DO I CONTACT MY DOCTOR?

Important and urgent phone messages for doctors are recorded on a **Best Practice internal message system** 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 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 are 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: In the event the referring doctor would like to further discuss your results, our nurse or receptionist 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 *Transferring your medical records 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 Willetton Medical Centre are bulk billed, however referrals to other service providers are 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, the doctor 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 our doctors.

You will be informed when you are presenting for your appointment if a medical student is in attendance. 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 therefore, your suggestions and feedback are 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.



TIS AND AUSLAN INFORMATION



The **Translating and Interpreting Service (TIS National)** is an interpreting service provided by the Department of Home Affairs for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Booking with TIS. Call 131450

- Provide the operator with the language of the interpreter.
- Provide your client code and your name. If not follow the operator's instruction to register and book the interpreter.

AUSLAN Services is a leading expert in coordinating Auslan Interpreters Australia wide. For more information, please google <https://auslanservices.com/>

4 ways to book an Auslan Interpreter

1. Dial 1300 287 526
2. www.auslanservice.com
3. 0409 143 980 (SMS only)
4. 03 9439 1983 (Fax Number)



NABS also provides Auslan interpreters Australia wide.



- For 65 years and over with no NDIS - free interpreting service for GP, specialists and specified health consultations
- For 65 years and over with NDIS plans - must pay for all interpreting service from their NDIS plans
- For under 65 with NDIS plans - must pay for all interpreting service from their NDIS plans

Booking office is open Monday to Friday 8am to 6pm (excluding national public holidays).

- **Phone** 1800 246 945
- **Email** bookings@nabs.org.au
- **Fax** 1800 246 914
- **SMS** 0427 671 261



DOCTORS AT WILLETTON MEDICAL CENTRE

DR V. KULAENDRA	INTEREST IN DIABETES, INTERNAL MEDICINE FLUENT IN TAMIL AND INDONESIAN
DR. SUHANIA KULAENDRA	FAMILY MEDICINE, CHILDRENS' ADOLESCENT, COUNSELLING
DR. DEVAKI KIRUPANANTHER	FAMILY MEDICINE, WOMEN'S HEALTH, CHILDRENS' ADOLESCENT FLUENT IN TAMIL
DR. RAJI KRISHNAN	ABORIGINAL HEALTH FLUENT IN TAMIL AND HINDI
DR. ADEWALE OSINAIKE	FAMILY MEDICINE, MEN'S HEALTH CHILDREN'S ADOLESCENT AND CHRONIC DISEASE MANGEMENT FLUENT IN YORUBA
DR. HEMAH SAKARAPANI	WOMEN'S HEALTH, CHRONIC DISEASE MANAGEMENT SPEAKS JAPANESE
DR. SONIA SAHU	FAMILY MEDICINE, WOMEN'S HEALTH, CHILDREN'S ADOLESCENT, MENTAL HEALTH FLUENT IN HINDI
DR. DEEPIKA PERERA	FAMILY MEDICINE, WOMEN'S HEALTH FLUENT IN SINGHALESE

DR JEAN LEE	FAMILY MEDICINE, WOMEN’S HEALTH, MENTAL HEALTH, CHRONIC DISEASE MANAGEMENT
	FLUENT IN MALAY, MANDARIAN, CANTONESE
DR FLORA DANE	CHILDREN’S HEALTH, WOMEN’S HEALTH MENTAL HEALTH
DR SCOTT MARTYN	FAMILY MEDICINE, CHRONIC DISEASE MANAGEMENT, INDIGENOUS HEALTH
DR ADITYA VARMA	FAMILY MEDICINE, CHILD & ADOLESCENT HEALTH, SPORTS & MUSCULOSKELETAL MEDICINE, AND PALLIATIVE

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
LOTUS CHIROPRACTIC – ASHKA MEHTA	PH: 6162 8458
BILINGUAL PSYCHOLOGY – LIN TAN	PH: 0430801500

WILLETTON SPECIALIST CENTRE – SERVICES

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



SERVICES AVAILABLE AT WILLETTON MEDICAL CENTRE

FLU VACCINES

B12 INJECTIONS

ECG (ECHOCARDIOGRAM)

TRAVEL MEDICINE

MINOR SURGICAL PROCEDURES

PAEDIATRIC/ CHILD HEALTH

WOMEN'S HEALTH

CHRONIC DISEASE MANAGEMENT

PRE-EMPLOYMENT MEDICALS

COVID 19 VACCINATIONS (ADULT & CHILDREN)

IRON INJECTION/INFUSIONS

INR CHECKS

SPIROMETRY (BREATHING TEST)

LIQUID N2 WART REMOVAL

IMMUNISATIONS

CERVICAL SCREENING TEST

MEN'S HEALTH

HEALTH ASSESSMENTS

**DRIVING MEDICALS (PRIVATE &
COMMERCIAL)**