

## AFTER-HOURS

We provide 24 hour care for our patients, seven days a week in partnership with WADMS. Please call us on 9447 9711 for assistance. Out of surgery hours patients may contact WADMS direct on **9321 9133** although during surgery hours we are required to place the call on your behalf.

## HOME AND OTHER VISITS

Our GPs do not generally provide home visits. Please ask reception about booking a locum GP to visit you at home if you are unable to attend the Practice.

## PHONE CONSULTS

Phone consults are available for regular patients of Glengarry Medical Group by appointment only. An out-of-pocket fee may be payable.

## TRANSFERRING YOUR RECORDS TO ANOTHER PRACTICE

A fee of \$25 is payable if you require your medical record transferred to your to your new surgery.

## REMINDER SYSTEM

Our practice is committed to preventative care. Your Doctor will seek your permission for you to be included in our reminder system so we may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let your Doctor or receptionist know.

## SMOKING POLICY

This practice operates a strict non-smoking policy. Smoking is not permitted within 5 metres of our premises. Your co-operation is appreciated.

## SCRIPTS, REFERRALS & TRAVEL LETTERS

In the interests of your health and well-being, an appointment is necessary for all prescriptions, referrals and travel letters.

## MEDICAL CERTIFICATES

If you need a medical certificate for work or school, it is important that you see a Doctor for the day it is required. Certificates will not be written without a consultation and, legally, cannot be backdated.



**Glengarry Medical Group**  
Unit 2, 57 Arnisdale Road, Duncraig WA 6023  
Tel: (08) 9447 9711 Fax: (08) 9246 4021  
[www.glengarrymedical.com.au](http://www.glengarrymedical.com.au)

## Our Doctors:

Dr Stephan Hellmuth  
Dr Eric Khong  
Dr Paresh Budhia  
Dr Wayne Martin  
Dr Deepa Vineet  
Dr Alison Noble  
Dr Katie Smith  
Dr Marie Herd

**Our Nurses:** Nurse Natasha  
Nurse Sharon  
Nurse Kate  
Nurse Chris  
Nurse Holly

**Practice Manager:** Nordine

**Reception:** Sue, Kylie  
Lisa, Tinneale,  
Vanessa, Eesha

**Practice Hours:** Monday - Friday 8.30am-5.30pm  
Saturday 9am-12pm  
Closed Sunday & Public Holidays

## OUR PRACTICE

Glengarry Medical Group has been operating since 1977. Our Doctors are interested in the holistic care of all our patients. They have postgraduate training in a range of services including paediatrics, obstetrics and counselling and regularly participate in continuing professional development.

## APPOINTMENTS

Book by calling us on 9447 9711, online via HotDoc or our website [glengarrymedical.com.au](http://glengarrymedical.com.au). Download the HotDoc app on your smartphone. We will try to accommodate your preferred time & GP. Emergencies will always be given priority. Our reception team will advise you of any extended delay. Longer consultations are available for complex, multiple problems, please ask our receptionist if you require extra time. **If you are running late or cannot keep your appointment, please let us know as soon as possible.**

## FEES & BILLING ARRANGEMENTS

Fees are payable at the time of consultation. We do not accept AMEX or Diners Club cards. The AMA fee structure forms the basis of our billing policy and is displayed in the reception area.

Bulk billing may be available to some patients on discussion with your Doctor. DVA patients and primary school children are bulk billed. If you have difficulty in paying your account please discuss this with your Doctor or the Practice Manager. A discount may be applicable if you hold a current concession card. We have the facility to refund your Medicare rebate using an eftpos card or direct to your bank account if your account details are registered with Medicare. **Private billing applies to ALL consults on Saturday.**

## WALK-INS

Walk-ins are discouraged. Patients arriving without an appointment can cause lengthy delays for booked patients. We will endeavour to book you an appointment as soon as possible. Emergencies will be seen.

## MANAGEMENT OF PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that information is only available to authorised members of staff. Our privacy policy is displayed in our wait room. We abide by the 10 National Privacy Principles available at:

[www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

or for further information contact the Privacy Commissioner. The address is: GPO Box 5218, Sydney NSW 2001. Telephone: 1300 363 992

## TRANSLATING/INTERPRETER SERVICES

If you require a translator or interpreter to be present at your consultation, please discuss this with our receptionist when booking your appointment and we will be pleased to assist you.

## GETTING YOUR RESULTS

Your doctor will advise when they expect your results to be available and may require a telephone consult or make a follow-up appointment.

## YOUR FEEDBACK IS IMPORTANT TO US

If you would like to make any comments, please speak to the Practice Manager or your General Practitioner. Feedback forms are available in the waiting area.

## YOUR RIGHTS

If you have a problem, we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or Receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously and believe that problems are best dealt with within the practice, however, if there is a problem you wish to take up outside, you may prefer to contact The Health and Disability Services Complaints Office (HaDSCO). The postal address is: GPO Box B61, Perth WA 6838 Phone:65517600 TTY:65517640 or email [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au). Website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

## PERSONAL INFORMATION

Please advise our receptionist of any changes to your personal information, ie name, address or contact numbers.

**CCTV** - In the interests of safety, CCTV is in use in some public areas. Signage is in place to show camera locations.

## USEFUL TELEPHONE NUMBERS

Ambulance

Police **000 (Emergencies)**

Fire Brigade

Poisons Information Centre	13 11 26
Western Diagnostic Pathology	9317 0999
Glengarry Pharmacy 777	9447 4482
Interpreter & Translating Services	1300 131 450
<b>AFTER HOURS HOME VISITS – WADMS</b>	<b>9321 9133</b>
Health Direct	1800 022 222
Fiona Stanley Hospital	6152 2222
Joondalup Health Campus	9400 9400
Perth Childrens' Hospital	6456 2222
Royal Perth Hospital	9224 2244
Sir Charles Gairdner Hospital	6457 3333
St J of G Murdoch <b>Private</b> Emergency Dept *	9366 1111
Hollywood <b>Private</b> Emergency Dept *	9346 7143

\*Fees apply at Private Hospital Depts