

## FEES

Consult	Item	Patients with Medicare	Private Billing	
			Weekday	Weekend
Standard (Level B)	23/53	Bulk Bill	\$50	\$65
Long (Level C)	36/54	Bulk Bill	\$80	\$100
Prolonged Consult (Level D)	44/57	Bulk Bill	\$100	\$125
Child/Aged Pensioner	Same as above (according to time taken)	Bulk Bill	\$40	\$65

This practice bulk bills Australian residents (where applicable under Medicare legislation) who have a current Medicare card or number.

Other patients are charged privately as per signs at the front door and reception.

Note:

- Walk-in patients will be billed the same as those with appointments, and will be bulk-billed if they have a current Medicare card or number.
- Patients with appointments will be seen before walk in appointments
- Eftpos and credit card facilities are available for your convenience.
- Additional tests such as spirometry, ECG, pregnancy test, or procedure will attract additional charges (claimable from Medicare with minimal gap)
- No prescriptions done without appointments. No results given out over the phone.

## OFFICE STAFF

**Practice Manager:** Shelley Graham

**Accounts Manager:** Karuna Williams

**Operations Manager:** Shelley Graham

**Practice Nurses:** Renche Richards, Brie Newman & Ashleigh Newman

**Receptionists:** Sophie, Georgia, Kaialani, Aimee & Felicity

## HOME VISITS

Home visits (including nursing homes, special accommodation units and their homes both within and outside our normal opening hours) can be arranged with the doctor.

This is done ONLY:

- where the patient is too ill to attend the practice and arranged by your GP
- for patients who live within Forreestfield and adjacent suburbs

The other alternative is to contact Perth After Hours (Doctor Home Visits): 6380 1328

## MEDICAL EMERGENCIES

Medical emergencies will be attended to at any time. Please telephone the practice immediately to discuss the problem, or alternatively, attend the closest hospital.

## RECALL/REMINDER SYSTEM

This practice has a recall system for Pap smear, colonoscopy, immunisation, flu vaccination and other health assessments. If you don't want to be reminded, please let the doctor or receptionists know.

# Welcome to Hale Road Medical!

1/384 HOLMES ROAD, FORRESTFIELD, WA 6058

Thank you for attending Hale Road Medical. We are a family practice offering continuity of care. Our practice aims to provide 'initial, continuing and coordinated medical care' of patients and encourage patients to have ongoing relationship with the practice, GPs and staff members. This pamphlet provides practice information, services and facilities available in Hale Road Medical.

**Address:** 1/384 Holmes Road, Forreestfield, 6058

**Telephone No:** (08) 9359 0776

**Fax No:** (08) 9359 1419

**Web page:** [www.haleroadmedical.com](http://www.haleroadmedical.com)

**Email:** [info@haleroadmedical.com](mailto:info@haleroadmedical.com)

## OPENING HOURS

Monday – Friday	8:00am – 9:00pm
Saturday	8:00am – 4:30pm
Sunday	9:30am – 4:30pm

*The practice is closed on Public Holidays.*

## DOCTOR'S ROSTER

**Note: Doctors working hours are subject to change**

	MON	TUES	WEDNES	THURS	FRI	SAT	SUN
<b>AM</b>	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Singh
<b>PM</b>	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Aung Dr Loh	Dr Singh	Dr Singh
<b>NIGHT</b>	Dr Singh	Dr Singh	Dr Singh	Dr Loh	Dr Singh		

## THE DOCTORS

All doctors in our practice are trained and qualified in the discipline of general practice. They also participate in ongoing medical education.

**The doctors at Hale Road Medical are:**

**Dr Rupinder Singh**

**Dr Lwin Mar Aung**

**Dr Choong Leat Loh**

## NON ATTENDANCE

Three times non-attendance without cancelling appointments will result in patient being seen ONLY on emergency grounds.

## MEDICAL CERTIFICATES

Medical Certificates can only be provided from the date you have seen the doctor during your illness

## APPOINTMENTS

Appointments are generally made at intervals of 10 or 20 minutes (according to each doctor's preference). At this practice, the appointment system can accommodate walk-in patients, patients with urgent problems and patients who may need a longer consultation; these include medical examinations/check-ups and multiple or complex problems. If you need a longer consultation please notify the receptionist and we will be happy to accommodate you.

## SERVICES PROVIDED AT THE CENTRE

Preventative Care

- Women's Health
- Men's Health
- Chronic Disease (diabetes/heart/stroke) & Care Plan
- Skin Cancer Check
- Weight Management
- Smoking

### ANTE-NATAL OBSTETRIC CARE

"Share Care" where the ante-natal care is provided by us, with the last few weeks of care and delivering given by a specialist (or public hospital)

### MINOR SURGERY

- Removal of skin cancers, moles, cysts etc.
- Ingrowth of toenails are operated on
- Skin flap surgery
- Lacerations repaired

### CRYOTHERAPY

A very popular treatment for many lesser skin growths such as warts and 'sun-spots'

### OVERSEAS TRAVEL

Medication advice, travel insurance, medicals etc.

### DRIVING MEDICALS

### IMMUNISATIONS

We stock a full range of usual vaccines. We recommend the influenza vaccine for all over 65 and for younger patients with heart and lung problems, including asthma.

### HEALTH ASSESSMENTS

### MOTOR VEHICLE INSURANCE INJURIES

All necessary care given including medical reports.

### WORKER'S COMPENSATION

### ASTHMA – NEBULISER & PEAK FLOW MEASURES

### ELECTROCARDIOGRAMS (ECG'S) & SPIROMETRY

### SUPERANNUATION & INSURANCE MEDICALS

### PRE-EMPLOYMENT MEDICAL ASSESSMENT

CARE FOR ELDERLY (at home, nursing homes, hostels )We can also help to arrange respite care to help carers.

### Counselling

Marriage, Teenage, Bereavement, Life-Crisis, Stress

### Mental Health

Support/Care Plan

## ISSUING OF TEST RESULTS

Where appropriate, patients having pathology and other investigations should have an appointment made for review of these results. If you haven't made an appointment and the doctor needs to see you regarding your results, we will ring or send you a letter asking you to make an appointment.

At this practice, test results are NEVER released by a member of the staff unless specifically advised to do so by the treating or duty doctor.

Please note that we will do our best to follow up your results, however, patients also have responsibility in their own health care; this includes the seeking of results.

## AFTER HOURS SERVICES

This practice has an arrangement with Perth After Hours Medical Service (08 0880 1328) to provide after-hours service to its patients and hence this practice's patients are able to obtain 24 hour medical care.

Alternatively, After Hours GP clinics are available as follow:

Clinic	Location	Phone numbers	Mon-Fri	Sat	Sun/ Public Holiday
Perth After Hours Medical Service		1300 000 362 (08) 6380 1328			
After hours GP clinic	Warton Rd. Canning Vale	(08) 9456 0077			
Armadale	Entrance to Armadale Health Service, Albany Hwy, Armadale	(08) 9391 2285	7-10pm	2-9pm	2-9pm
Murdoch After Hours	SJOG Murdoch Hospital Murdoch Drive Murdoch	(08) 9366 1111			
Fremantle	South Street (adjacent to Fremantle Hospital), Fremantle	(08) 9430 8912	7-10pm	1-9pm	1-9pm

## PATIENT PRIVACY

The patient medical record is a private and confidential document outlining interactions between the patient and the doctor. Always ensure that access to patient information remains limited to relevant members of practice staff and is not made available to members of the public including immediate family members unless the patient is a minor.

## PERSONAL HEALTH INFORMATION

Your medical records (electronic or paper) are confidential documents. All Personal Health Information we may acquire is kept strictly confidential. We follow the principles in the Privacy Amendment (Private Sector) Act 2000 of the Privacy Act 1988.

*A brochure is available on request at front office.*

## FEEDBACK/COMPLAINTS

This practice tries to provide the best health care. However, if you are concerned or not happy with our services or facilities, please advise the reception staff or the doctor. All feedback/complaints, no matter how minor it may appear, will be taken seriously, appropriately investigated and responded to accordingly.

It is best to deal with the problem within the practice; however if our practice is not able to resolve the problem, you can contact the Office of Health Review.

Health and Disability Services Complaints Office HaDSCO:

GPO Box B61

Perth WA 6838

Phone: 08 6551 7620 or 08 6551 7600 Fax: 08 6551 7630

Phone: 08 6551 7600