



Practice Information Sheet

West Perth Medical Centre (WPMC) is a private general practice situated in the heart of West Perth. The practice consists of two full-time doctors and three part-time doctors, supported by a practice manager, two registered nurses and our reception team. We offer comprehensive medical services to patients in our community. Our multidisciplinary team offer a holistic approach to medical and psychological problems and also provide a range of services and specialise but are not limited to sexual health, mental health, men's and women's health and skin checks. WPMC also offers physiotherapy and clinical psychologist appointments.

PRACTICE OPENING HOURS (by appointment)

Monday: 8:30am – 5:00pm
Tuesday: 8:30am – 5:00pm
Wednesday: 8:30am – 4:00pm
Thursday: 8:30am – 5:00pm
Friday: 8.30am – 4:00pm
Saturday, Sunday & Public Holidays: CLOSED

PRACTICE ADDRESS AND CONTACT DETAILS

100 Outram Street, West Perth WA 6005
Phone: 9226 1377 | Fax: 9226 1733
Email: reception@westperthmedicalcentre.com.au
Website: www.westperthmedicalcentre.com.au



ABOUT THE TEAM

WPMC has an experienced range of General Practitioners and nurses who provide a wide range of clinical care and support as well as physiotherapists and clinical pathologists. WPMC's Practice Manager is Maddie Adams.

Our General Practitioners:

- Dr Stephen Adams, *MA., MBBS., DRCOG., DCH., MRCGP*
Special interests include sexual health, hormonal problems, family planning, and relationship counselling.
- Dr Kiran Shahid, *MBBS FRACGP Dip Derm (Aust)*
Special interests include occupational health, travel medicals, skin screening.
- Dr John Haygarth, *MBBS*
Special interests include men's sexual health.
- Dr Lea-Ara Singh, *MBBS, FRACGP*
Special interests include women's health, skin checks, and mental health.

Our Clinical Psychologists:

- Maya Manning, *MA., MBBS., MRCGP., DRCOG., DCH*
- Tristen Hindley-Payne

Our Physiotherapists:

- Silvia Gonzalez-Quinones
Special interests include spine, shoulder, jaw and emotional stress treatment.
- Jo Milios
Special interests include prostate cancer, peyronies disease, chronic pelvic pain and pelvic floor dysfunction.
- Nicole Ireland-Naughton
Special interests include pelvic health and continence concerns, pregnancy and delivery preparation, and antenatal and postnatal musculoskeletal complaints



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OUR SERVICES INCLUDE:

- Skin Cancer Screening and Management
- Paediatrics
- Blood Pressure Management
- Immunisations
- STI Screening
- Minor Injuries
- Sexual Problems
- Pre-Employment Medicals
- Work Cover
- Travel Medicine
- Men's Health
- Women's Health
- Counselling
- Occupational Health
- Electrocardiographs (ECG) and Spirometry (breathing)
- Medical Examinations
- Preventative Medicine
- Family Planning
- Medical Examinations
- Audiometry

AFTER HOURS/HOME VISITS

If after hours care is needed, WPMC would recommend patients to use one of the following providers:

- **WADMS** – doctor home visits after-hours (24 hours a day) – (08) 9321 9133
- **GP After Hours Subiaco** – after hours GP clinic – (08) 9382 9606 (Mon–Fri: 9am–10pm, Sat: 1pm–7pm, Sun/Public Holiday: 9am–7pm)
- **Health Direct GP Helpline** – 1800 022 222

For emergencies, dial 000

The closest hospitals to West Perth Medical Centre are as follows:

- Hollywood After Hours Clinic | 9346 6191
- Sir Charles Gairdner Hospital | 9346 3333
- Royal Perth Hospital | 9224 2244
- Princess Margaret Hospital | 9340 8222
- King Edward Memorial Hospital | 9340 2222

OUR PARTNER MEDICAL CENTRE

If you are a registered patient at WPMC, you will not need to register as a new patient at West End Medical.

2 Bannister Street, Fremantle, WA, 6160

Phone: 9226 1377 | Fax: 9226 1733

Email: reception@westendmed.com.au

Website: www.westendmed.com.au

APPOINTMENTS

Appointments can be made either by calling 9226 1377 or online at www.hotdoc.com.au by searching for our practice 'West Perth Medical Centre' or one of our doctors names to see their availability.

Please make a separate appointment for each person requiring a consultation, regardless of if you are seeing the same doctor at the same time.

If you are unable to make an appointment, please either cancel online (if originally booked that way) or call 9226 1377 so that it can be offered to another patient. Cancellations may incur a fee of the full appointment time booked if less than 24 hours' notice is given.

If you, or the person visiting the doctor, requires an interpreter service, please advise at time of booking and we can arrange this for you. Please see the Interpreter Services section below for more information.



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While doctors try to avoid running late, complex medical problems, interruptions or unforeseen medical emergencies may cause unavoidable delays. We recognise your time is important and apologise for any delays and inconvenience caused.

Appointment Length

If you have a number of issues to discuss with the doctor or require a longer appointment, please advise reception at time of booking.

Standard Consultation (between 10 to 20 minutes):

- 1 to 2 uncomplicated issues to discuss
- Dressings
- Referrals
- Repeat prescriptions
- Test results

Long Consultation (between 20 to 40 minutes):

- If you require a longer appointment
- 2 or more issues to discuss
- Regular health checks
- Counselling

FEES AND BILLING ARRANGEMENTS

As we are a private billing practice, the treating doctor determines the consultation fee based on the complexity of your consultation and whether extra services have been provided. For your convenience we accept cash, cheque, eftpos and credit cards. (no Diners or American Express). Common fees are listed below, as well as the Medicare rebate and gap (out of pocket expense). We are able to process your Medicare rebate at time of payment so that your rebate will automatically into your nominated bank account.

SERVICE	FEE	MEDICATE REBATE	GAP
Short consult (less than 10 mins)	\$45.00	\$16.95	\$28.05
Standard consult (between 10 to 20 mins)	\$87.00	\$37.05	\$49.95
Long consult (between 20 to 40 mins)	\$152.00	\$71.70	\$80.30
Extended consult (over 40 mins)	\$202.00	\$105.55	\$96.45
Family/Couples Therapy	\$227.00	\$117.55	\$109.45

Physiotherapy Billing

For physiotherapy appointments, WPMC uses Hicaps billing, offering convenient on-the-spot processing for health fund rebates if you have a valid health fund card. West Perth Medical Centre is registered with the Department of Veteran's Affairs (DVA), Workcover, and Insurance Commission of Western Australia (ICWA).

WORKERS COMPENSATION/CAR ACCIDENTS

If you have sustained an injury at work or in a car accident, you will be responsible for paying your account in full. WPMC will bill the workplace or insurer direct only if a claim number is provided and liability has been accepted. Any shortfall in moneys received will however remain the responsibility of the patient along with any administrative costs, account keeping fees or debt collection fees.



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PATHOLOGY

Western Diagnostic Pathology is our onsite pathology provider and is a leading provider of diagnostic testing. They provide services including occupational urine drug screen collections and are a services collection centre. They perform tests that enable the treating doctor to prevent illness, diagnose disease, guide treatment pathways, monitor disease progression and eventually to confirm patient recovery.

COMMUNICATION POLICY

For general enquiries, please phone our reception staff who will provide the best possible service for you. Urgent matters will be directed accordingly. Email communication is discouraged due to it not being a secure form of communication so any medical information is best discussed with reception or with your doctor.

RESULTS

If your result is normal, please be aware that you will not be contacted. If your result is not classified as 'normal', you will be contacted by the nurse via phone call/sms and mail if unable to contact through the first measures. The nurse will advise if you are required to make an appointment with the doctor to discuss your results.

Our nurse is unable to discuss results over the phone that the doctor has marked to discuss with the doctor specifically and a follow up appointment is required. Results will not be given to a third party. We cannot email results to you but if you require a copy you can arrange to pick one up once your doctor has checked them and approved this. Please note that a fee may be charged for this.

MANAGEMENT OF PATIENT HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of the 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. Our Privacy Policy is located in our patient registration form file at the reception desk. If changing practices, to obtain your medical record, you would need to fill out a transfer of notes form at your new practice who will then send to us, and the medical record will be sent directly to the practice.

REMINDER SYSTEM

Please advise us if your contact details, such as phone number or address, change as WPMC is committed to preventative care and may send you a reminder notice if you are due to make an appointment based on our records. If you no longer attend WPMC, please advise our reception staff so that you can be made inactive on our database.

PATIENT CONSENT AND PRIVACY

WPMC respects patient's privacy and ensure that your details are treated with the utmost confidentiality. Please read our Patient Consent and Privacy policy at www.westperthmedicalcentre.com.au/policies.

PATIENT FEEDBACK

WPMC respects the fundamental rights of patients to have an accessible and confidential avenue for providing positive or negative feedback about WPMC and the services provided. Patients are encouraged to be open and are able to feel free to discuss all health issues and proposed treatments without fear. Suggestions from you to improve the services offered by our practice are welcomed. We encourage you to fill in a suggestion form or



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complaints form located in the waiting room or at reception desk, or via email to the practice manager – manager@westperthmedicalcentre.com.au – and this will be actioned accordingly.

Should there be any problems with the practice that you wish to pursue externally, the appropriate agency is the Health and Disability Services Complaints Office of WA and can be contacted by phone on (08) 9329 0600 or alternatively by email to mail@hadsco.wa.gov.au.

INTERPRETER SERVICES

WPMC encourages patients to use the below free translating and interpreting service which is available 24 hours a day, every day of the year, by calling 131 450. More information is available at www.tisnational.gov.au.

If you require an interpreter for a patient that is deaf and uses Australian sign language (AUSLAN), please visit www.nabs.org.au to book an interpreter or advise WPMC reception prior to your appointment. This service is free.

IMMUNISATIONS, INJECTIONS, VACCINATIONS

If you require one of the above, please advise us when booking your appointment. If you require vaccinations prior to travelling, please make an appointment at least 6 weeks prior to your departure. The doctor can recommend what vaccinations are required during a consultation.

HEALTH ASSESSMENTS

WPMC provides a number of preventative health services and medical assessments in accordance to our patient's needs. A health assessment can help patients to maintain good health and prevent future ill health. Health assessments that are provided by WPMC include the following:

- Over 75's Health Check
- People aged 45 to 49 years who are at risk of developing chronic disease
- Health Assessments for Aboriginal and Torres Strait Islander People
- Intellectual Disability
- People aged 40 to 49 with a high risk of developing type 2 diabetes
- Health Assessment for Former Australian Defence Force (ADF) Personnel
- Department of Veteran's Affairs