

## **Appointments**

**URGENT** appointments are for clinically urgent problems only. If no appointments available the Practice Nurse via phone will assess if required to come in immediately or at a given time.

When making an appointment, it is advisable to let the receptionist know which doctor you wish to see and the type of appointment required (standard, long, medical etc.). We endeavour to accommodate you with the doctor of your choice but there are times when we will not be able to accommodate you. An appointment with another doctor will always be offered. In the event that we are fully booked you will be offered the next available appointment. If urgent you will be asked to speak with the Practice Nurse for assessment.

## **Immunisation Appointments**

When booking an appointment please inform receptionist it is for an immunisation. This allows booking for the Practice Nurses as well as the Doctor.

## **Home Visits**

Home visits are made at the discretion of the individual Doctor. Requests for home visits will be assessed by the Practice Nurse, who will assess the urgency and liaise with the Doctor. You will then be advised if and when the Doctor will be coming.

**If required an ambulance will be organised and you will be taken to Peel Health Campus and the Doctor will be informed.**

## **Privacy Act**

No personal information will *ever* be given out by staff e.g. forgotten appointments. This is a law under the "Privacy Act" and is adhered to by all staff. Please note down your appointment time in a safe place or take an appointment card with you and keep in a safe place.

## **Scripts**

All scripts require a brief appointment, or if a new script then a standard appointment is required. This includes lost scripts. **Please do not wait until you have run out of medication before making an appointment.**

## **Diagnostic/Pathology Results**

No results will be given out over the phone. Abnormal results will be notified either by phone, mail or SMS. Once notified of abnormal results it is advisable to return to your Doctor **as soon as possible**. If results are normal and you wish to obtain your results, then a brief appointment must be made to discuss the results. We advise that at your next Doctor's appointment you request the results of last tests.

## **Receiving and Returning Phone Calls**

Doctors do not take phone calls from patients during consulting hours, unless the Doctor has requested that the patient calls. If a patient feels it is urgent, they will be put through to the Practice Nurse for assessment. Doctor may not return call until close of surgery.

## **Out of Hours Care**

Out of hours care is provided through Peel Health Campus at 110 Lakes Road Greenfields. Our answering machine advises patients to

contact Peel Health Campus **Phone 9531 8000** for urgent medical treatment and Health Direct for 24 hr health advice **1800 022 22**.

## **Charges/Fees**

At the present time all children under 16, HCC and pension card holders are bulk billed. Current pension card and Medicare card are to be sighted at time of appointment to enable bulk billing. All others will incur a private fee that is payable on the day.

Standard visit **\$75.00** Long visit **\$105.00**

**There is a discount of \$5.00 when paid on day.**

**Please let us know at least 2 hours beforehand if you are unable to make your appointment for any reason. Failure to notify us will incur a non-attendance fee.**

Items that are not bulk billed and will incur a private fee are diving medicals, work related medicals, medical reports and non-medically required driving medicals.

Please note that other health providers may charge for their services, i.e. x-ray, pathology, specialists etc. that you may have been referred to. We have no control over their fees.

## **Health Information Brochures/Pamphlets**

Health information brochures are available from folders and pamphlet holder in waiting rooms.

Doctors and Practice Nurses are available to supply information sheets on request.

Some that are available are:

Diabetes Cholesterol Pregnancy Osteoporosis

Heart Disease Asthma Travel Vaccines

and many more. Please feel free to ask for information.



### **Services Offered**

Diving Medicals Driving Medicals  
Mines Medicals Pre-employment Medicals  
TeleHealth Conferencing

### **Clinics Available**

Clinical Psychologist  
Australian Clinical Labs Pathology  
Asthma Clinics (Periodically)  
COPD Clinics – Chronic Obstructive Pulmonary  
Disease (Periodically)  
Osteoporosis (Periodically)  
Orthotics  
Immunisation/Flu Clinics  
Skin Checks

### **Confidentiality**

Your medical record is a confidential document. It is the policy of this 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. To view our policy on privacy and confidentiality of health records please ask at reception.

### **Visually, Hearing and Speech Impaired Patients**

For our patients that are visually impaired we have enlarged print of the Practice Information sheet.

For the speech or hearing impaired patients accessing National Relay Service will provide help to communicate.

Voice: 1800 555 0060 TTY: 1800 555 630

## **THIS PRACTICE IS A TOTAL NON-SMOKING AREA**

### **Access To Health Records**

It is the policy of the practice that any request by patients for a copy of their health record requires a booked appointment with the doctor. There will be a fee for this service.

### **Interpreter Service**

Translation and Interpreter Service is available on 1300 575 847.

### **Suggestions/Complaints**

Our practice is committed to excellence and we welcome any suggestions that could improve on our services. We have a suggestion box located in the main waiting area. Please feel free to utilise this service. Any further concerns please approach our friendly staff. If required a complaint form is available on request.

The Health and Disability Services Complaints Office (HaDSCO)  
GPO Box B61 Perth WA 6838

Complaints and enquiries line: (08) 6551 7600  
Administration: (08) 6551 7620  
Fax: (08) 6551 7630

## **LAKELANDS DOCTORS**

Unit 4/ 7 Formby Road

MEADOW SPRINGS WA 6210

Phone: (08) 9583 4281 Fax: (08) 9583 4648

Welcome to our friendly family practice. On arrival you will be welcomed by our receptionists Caroline, Claire, Danni and Kim.

**Practice Manager:** Elaine

### **General Practitioners:**

Dr A. Janowicz-Bach  
Dr S. Sirinaga  
Dr W. Bradshaw  
Dr S. Deric-Jovanovic  
Dr C. De Silva

Our **Practice Nurses** are Sue, Linda, Kylee, and Luke.

### **Opening Hours**

Monday to Friday 8.00am to 5 pm.  
Appointments available 8.30 am to 4.50 pm.  
Lunch break is 12 noon – 1.00 pm (No appts)

### **Appointments**

Our practice is run on an appointment system and for a smooth running of the practice we offer different types of appointments.

**Standard:** normally required for one problem.

**Brief:** for repeat prescription or ongoing referrals.

**Long:** for more than one problem or you feel that you require more time with the doctor.