

DOCTORS

DAYS

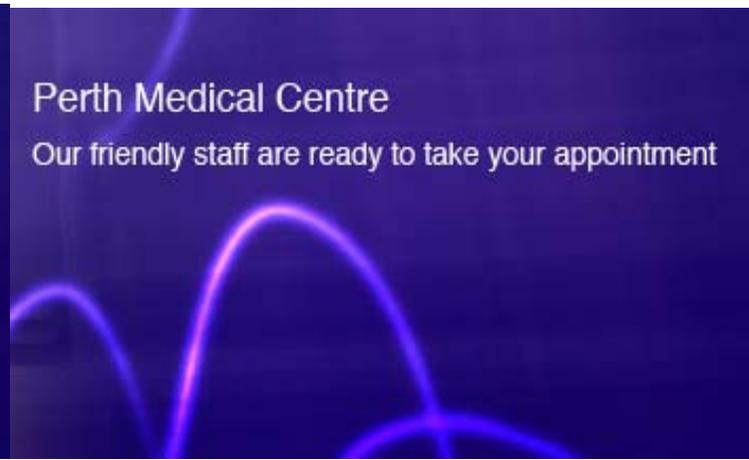
Dr Gerald Westhoff	Mon, Tue, Thur, Fri
Dr Phil Downing	Tue, Wed, Thur, Fri, Sat
Dr Bede Rogers	Mon, Tue, Wed
Dr Yetunde Olukolu	Mon, Tue, Wed, Fri
Dr James Campbell	Mon, Wed, Thur,
Dr Paula Barrie	Tue, Thur



713 Hay Street Mall, Perth WA 6000
 Tel: 08 9481 4342
 Fax: 08 9481 1587

Monday– Friday: 8:00am– 5:00pm
 Saturday: 9:00am– 12:00pm
 Sunday: Closed

Email: mail@perthmedicalcentre.com.au
 Website: www.perthmedicalcentre.com.au



Perth Medical Centre Information Sheet

SERVICES

- Travel medicine (we are an approved Yellow Fever vaccination centre)
- Other vaccinations
- Family planning (including Mirena Insertion)
- Antenatal shared care
- Minor surgery
- Sports medicine
- Medicals
- Occupational medicine
- Counselling
- Allergy investigation and treatment
- Sexually transmitted infections investigation and management
- Iron Infusions

AFTER HOURS

If you require in hours home visits within or outside of open hours these can be arranged by contacting the WADMS locum service on 9321 9133.

BILLING

Item Number	Initial Fee	Rebate
Standard Consultation	\$65.00	\$37.05
Extended Consultation	\$100.00	\$71.70
Overseas Student HC	\$30.00	-
Saturday Consultation	\$75.00	\$37.05

You may incur additional fees for extra services delivered during your consultation.

Workers' Compensation and private billing consultations are paid immediately after the consultation and reimbursed by your employer.

Consultation fees are payable immediately after the consultation.

Perth Medical Centre bulk bills eligible patients.

APPOINTMENTS

You can now make an appointment online via our website at www.perthmedicalcentre.com.au.

Whilst not always possible, our medical centre will try very hard to avoid unnecessary delays and waiting times. To this end, we strongly encourage all patients to make appointments wherever possible. If longer consultations are required, these can be easily accommodated by speaking to the receptionist.

We will see all patients at all times, with or without an appointment. It is important to understand however, that people who have made an appointment will be given preference in terms of waiting times, unless there is an emergency or urgent case requiring immediate attention.

We also have current agreements with a Japanese Medical Service, who are able to provide a cashless medical service to appropriately insured patients, as well as an interpreter service. They can be contacted directly on 1800 777 313.

OUR RECEPTION STAFF

Our reception staff are more than happy to assist with any enquiries regarding the practice or the doctors therein. Should you have any particular concerns or enquiries by all means direct these to our reception staff and they will contact the doctors where appropriate.

In addition, should you need to provide a urine sample or have any other needs prior to the doctor's consultation, please do not hesitate to speak to the reception staff.

LANGUAGES- OTHER THAN ENGLISH

If you require a translator during your consultation, please notify reception in advance so as this can be Arranged with the Translating and Interpreter Service.

TELEPHONE CALLS/COMMUNICATION

Every call is considered important and confidential. If your call cannot be managed immediately, reception will take a message and your call will be returned by the appropriate staff member. The nurse will be happy to advise you if your doctor would like you to make an appointment for review and the ongoing medical care associated with your test results. Alternatively, you may email or fax us or contact us using the National Relay Service or Translating and Interpreter Service.

RESULTS

Patients are able to telephone for results. Our Receptionists will advise if results are normal or advise the patient to make a follow up appointment with a GP. The Practice Nurse will ring a patient back if any explanation is required.

PRIVACY POLICY

This surgery is bound by the privacy act, and the National Privacy Principles. Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information and is only available to authorised members of staff or available on request.

FEEDBACK AND COMPLAINTS

Perth Medical Centre strives to provide the highest standard of patient care. We welcome feedback which can be submitted to the Suggestion Box at reception or if you have any concerns you would like to discuss, please complete a complaints form. If we are unable to resolve any issues you may contact one of the following agencies;

- Australian Health Practitioner Regulation Agency (AHPRA)
Tel: 1300 419 495
- Health and Disability Services Complaints Office (HaDSCO)
Tel: (08) 9323 0600 Fax: (08) 9221 3675