

# PRACTICE INFORMATION SHEET

Southern Regional Medical Group  
32 Albany Highway, Albany WA 6330

Normal Hours 08 9845 9000  
After Hours 08 9841 2001  
Fax 08 9842 1233

## CONSULTING HOURS:

Monday-Friday 8.00am to 8.00pm  
Saturday 8.30am – 12 noon  
Closed on Public Holidays

## PRACTICE DOCTORS:

### DR DAVID WARD

MBBS, DRANZOG, FRACGP, FACRRM  
Special interest in Obstetrics, including operative  
Obstetrics and surgery including, vasectomies and  
carpal tunnel release

### DR PIETER DE KLERK

MBCHB, FRACGP  
Special interest in Anaesthetics

### DR ELIZABETH TOMPKINS

FRACGP, MBBS, BSc  
Special interest in women's health and obstetrics

### DR PHILLIP MARMION

BSc, MBBS, FRACGP, JCCA  
Special interest in Anaesthetics, Family Medicine and  
Dive Medicine

### DR MARIE LEKNYS

MBBS, DRANZCOG (Adv)  
Special interest in Obstetrics, Women's and Child  
health.

### DR SABRINA MACKINLEY

Dr. med., FRACGP, DRANZCOG, DCH  
Special interest in Family Medicine and Women &  
Children's Health

### DR HELEN DURELL

MBBS, FRACGP  
Special interest in General and Family Medicine and  
Mental Health

### DR JARED COYNE

MBBS, FRACGP  
Special interest in Dermatology, Men's Health and  
General and Family Medicine.



E-mail [admin@srmg.com.au](mailto:admin@srmg.com.au)  
Script request [scripts@srmg.com.au](mailto:scripts@srmg.com.au)

## AFTER HOURS:

Our after hours service is provided by a rostered on call  
doctor who you will be directed to when calling the  
practice.

### DR TAMEKA ELLARD

MBBS, FRACGP  
Special interest in General and Family Medicine

### DR JESSICA CHANDLER

MBBS, DRANZCOG (Adv)  
Special interest in Obstetrics, Women's and Child  
health.

### DR ANMIN NG

MBBS, FRACGP  
Special interest in General and Family Medicine

### DR DAMIR MINGALIEV

BSc, MD  
Special interest in Skin Cancer and Cardiovascular  
medicine, and diabetes management.

### DR JAYDEN ZILM

MD, DCH, EMC  
Special interest in Family Medicine, Childrens Health  
and Emergency Medicine

### DR ELLIOT NUNN

BPhil (Hons), MD  
Special interest in General Medicine

### DR BEN MCKERNAN

MBBS, BPodM, CertEM, AST EM, DipRGA  
Special interest in Emergency Medicine, Anaesthetics  
and Rural and Remote Medicine

## PRACTICE NURSES

Jemma Mustey	Nurse Practitioner
Shannon Barker	Registered Nurse
Janet Rathbone	Registered Nurse, CDE
Belinda Shaylor	Registered Nurse
Brett Turbill	Registered Nurse
Janice Fulton	Registered Nurse, MW

Fleur Wych	Registered Nurse
Georgia McDonald	Registered Nurse
Miranda O'Brien	Registered Nurse

If it is an urgent problem, the reception staff will ensure that you are seen by our practice nurse who will assess and triage your situation. A doctor will be made available if the nurse deems it necessary.

## PHILOSOPHY

This practice is committed to providing comprehensive general practice care to all individuals and families in this community. All patient consultations and medical records are kept strictly confidential. All doctors have a commitment to preventative health and continuing personal professional medical education.

## PRACTICE SERVICES

- Standard consultations
- Full skin checks
- Pre-Pregnancy and Family planning
- Obstetric Ultrasound & CTG
- Pre-Anaesthetic consultations
- ECG
- Lung Function Testing
- Immunisations
- Minor operations, sutures and excisions
- Iron Infusions
- Liquid Nitrogen
- Employment Medicals
- Workers Compensation
- Vasectomies
- Carpal Tunnel Release
- Implanon & Mirena

## APPOINTMENTS

Standard appointments are 10 - 15 minutes and can be made by phoning the practice.

Emergencies and urgent appointments will always be given priority so please advise the reception team if you require urgent medical attention.

Appointments can be booked by calling the practice or online at:

- [www.srmg.com.au](http://www.srmg.com.au)
- [www.hotdoc.com.au](http://www.hotdoc.com.au)
- [www.healthengine.com.au](http://www.healthengine.com.au).

## Longer Consultations

Longer consultations times are available, please advise reception if you require extra time when making your appointment or if booking online please select "long consultation"

Appointments & Procedures that require a longer consultation include:

- Iron infusions
- Mental Health consults
- 1<sup>st</sup> Antenatal consults

## Walk-in Appointments

Walk-ins will be allocated the 1st available consultation, which may require some waiting.

## ELECTRONIC COMMUNICATION

Email communication with SRMG is not encrypted and is therefore not a secure way of communicating personal information.

## TELEPHONE COMMUNICATION

Doctors don't generally take phone calls whilst consulting. Please advise the receptionist what your query is about and this information will be passed onto the doctor.

Should you require urgent medical advice please ask to speak to our practice nurse.

## COMMUNICATION SERVICES

Patients who require communication assistance are asked to let reception staff know when making a booking. Telephone Interpreting Services are available.

## HOME VISITS

Home visits, both in and out of hours, to patients in their own homes or resident in aged care facilities who are physically unable to attend the surgery can be arranged through our Clinical Staff on 9845 9000. *Please note, home visits are not guaranteed and are solely at the discretion of the treating doctor, each request will be assessed on a case by case basis.*

## FEES AND BILLING ARRANGEMENTS

SRMG is a private medical practice and in order to continue to provide our patients with a high-quality medical service we charge private fees in most instances.

Fees are payable at the time of consultation. Your Medicare rebate can also be processed at the time of this payment and your rebate will vary depending on whether you have reached your 'threshold'.

**Bulk billing will only be applied in special circumstances and must be approved by your doctor.**

## TEST RESULTS

If your doctor has sent you for a test, the practice will contact you either via text message or phone call if the doctor would like to discuss your results with you. Otherwise, please make an appointment with your doctor to follow up results of investigations.

## REMINDER SYSTEM

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding health services appropriate to your health.

## IMMUNISATIONS

All immunisations and vaccinations are available (child and adult) at this surgery. Please make an appointment at Reception.

## OWN DOCTOR

Where possible, you will be given an appointment with your own doctor. However, if you need to be seen urgently and your doctor is fully booked or away from the practice, you will be seen by the doctor "on call" for that day. Your own doctor will be kept fully informed.

## OBSTETRICS

Normally your doctor will care for you during your pregnancy and delivery. In the event of the unavoidable absence of your own doctor, specific arrangements for the cover during their absence will be discussed with you.

## CHILDREN & BABIES

A small play area is provided for children. A change table and other facilities for parents with babies are also available in the disabled toilet.

## FACILITIES FOR PEOPLE WITH DISABILITIES

The practice is set up to cater for the special needs of people with disabilities. Limited parking may be available if you are unable to walk far, please ring to make arrangements. A wheelchair is also available.

## REPEAT PRESCRIPTIONS

For your convenience we offer a repeat prescription service. All requests for repeat must be made in writing and include the name and dose of medication(s) you are requesting.

Please note that it is not always appropriate for scripts to be written without an appointment, in which case you will be advised to make an appointment.

There is a fee payable for this service which is not covered by Medicare.

## MANAGEMENT OF PATIENT HEALTH INFORMATION

Our practice is committed to maintaining the confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our Privacy Policy or visit [www.srmg.com.au](http://www.srmg.com.au).

## PATIENT RIGHTS

Patients have the right, and are encouraged, to participate in decisions about their healthcare.

## ENGAGING WITH OTHER SERVICES & REFERRALS

Our practice regularly engages with other health services such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care. We are also co-located with Hacienda Pharmacy and Western Diagnostics Pathology.

## CANCELLATION & NON-ATTENDANCE

Please provide a minimum of 2 hours notice if you are unable to attend your appointment. If an appointment is missed or reception is not notified, a non-attendance administration charge may apply.

## PATIENT FEEDBACK

We value our patients' feedback and have found it to be extremely useful to our practice. Please feel free to speak to the doctor, practice manager or receptionist. You may prefer to email us at:

[admin@srmg.com.au](mailto:admin@srmg.com.au)

We will try our best to resolve any issues to obtain the best outcome.

**If there is a problem, which you wish to take up outside the practice, we suggest you contact: Health & Disability Services Complaints Office (HaDSCO) GPO Box B61, Perth WA 6838**

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