

PRACTICE INFORMATION SHEET

Southern Regional Medical Group
32 Albany Highway, Albany WA 6330

Phone 08 9845 9000
Fax 08 9842 1233
E-mail reception@srmg.com.au

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 HELEN DURELL

MBBS, FRACGP

Special interest in General and Family Medicine and Mental Health

DR TAMEKA ELLARD

MBBS, FRACGP

Special interest in General and Family Medicine

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.



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 JAYDEN ZILM

MD, DCH, EMC

Special interest in Family Medicine, Childrens Health and Emergency Medicine

DR BEN MCKERNAN

MBBS, BPodM, CertEM, AST EM, DipRGA

Special interest in Emergency Medicine, Anaesthetics and Rural and Remote Medicine

DR CALLUM BREWERTON

MD, BHLthSc, BNg, GradDipMentHlthSc

Special interest in Sports Medicine, Mental Health, Adolescent Mental Health, Pain Treatment

DR SUZANNE AHERN

MD, BSc, ARANZCOG

Special interest in Womens Health, Obstetrics and Pregnancy Care

DR NAVEEN SHANKER

MBBS

Special interest in Emergency Medicine, Dermatology, Mens Health, Pain Management and Sports Medicine

DR PURNATA KEENOO

MD

Special interest in Emergency Medicine, Menopause and Chronic Disease Management

DR HANNAH MCCLEAVE

BM, DCH

Special interest in Womens Health, paediatrics, dermatology and acute care

PRACTICE NURSES

Jemma Mustey	Nurse Practitioner
Shannon Barker	Registered Nurse
Janet Rathbone	Registered Nurse, CDE

Belinda Shaylor Registered Nurse
Janice Fulton Registered Nurse, MW
Fleur Wych Registered Nurse
Miranda O'Brien Registered Nurse

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
- www.hotdoc.com.au
- 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
- 1st Antenatal consults

WALK-IN APPOINTMENTS

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

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.

NON-ATTENDANCE AND CANCELLATION POLICY

We kindly ask for at least **2 hours' notice** if you need to cancel or change your appointment. This allows us to offer your appointment time to another patient in need and helps keep our clinic running smoothly. Non-attendance without notice impacts other patients' access to care and increases costs for the practice. For this reason, **a non-attendance fee will apply** if adequate notice is not provided.

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.

Services provided in our Treatment Rooms will be subject to a Facility and Nursing Fee, this fee is payable on the day and is not subject to a Medicare rebate.

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 submitted via either Hotdoc Quick Consults, or by booking an appointment with your GP.

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.

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

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

If you have a complaint that you have not been able to resolve with the practice, you can contact:

**Health & Disability Services Complaints Office (HaDSCO)
GPO Box B61, Perth WA 6838**