

Practice Information Sheet

GWELUP MEDICAL CENTRE

698 North Beach Road, GWELUP, WA 6018

Ph: (08) 9244 8588 Fax: (08) 9244 8928

Email: gmc1@westnet.com.au

www.gwelupmedicalcentre.com

The Gwelup Medical Centre has been operating since 17/3/2004.

We believe that patients come first.

Our aim is to give our patients the highest, personalised quality of care delivered in a warm friendly atmosphere.

We endeavor to provide patients with the best and most current treatments, methods, materials and equipment within our resource capabilities.

Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment.

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.

We do not provide individual medical advice via email. All electronic data is subject to privacy principles and no confidential information is transmitted without encryption.

We are a privately owned, RACGP accredited Clinic.

Our Clinic is well equipped and fully computerized.

Doctors practicing at the Centre are:

Dr. Craig Berg

Dr. Claude Cicchini

Dr. Hilary Dickson

Dr. Lucy Fitton

Dr. Ludmila Polczynski

Dr. Deanne Scales

Dr. Zoe Smythe

Dr. Georgiana Stanton

Dr. Alistair Vickery

Registered Nurses at the Centre are: Ms. Tina Harris
Ms. Deirdre Pratarelli

Our opening hours are:

Monday	7AM-6 PM
Tuesday	7AM-6PM
Wednesday	7 AM-6PM
Thursday	7AM-6PM
Friday	8 AM-5 PM
Saturday	8AM-12 noon
Sunday	CLOSED

Practice Nurses are available Monday- Friday 8AM - 4 PM

Practicing doctors have a broad range of skills and interests including: Community Medicine, Family Medicine, Asthma, Diabetes, Women's Health including Obstetrics, Men's Health, Sexual Health, Paediatrics, Emergency Medicine, Mental Health, Geriatric Medicine, Musculoskeletal Medicine, Travel Medicine, Minor Surgery, Skin cancer and Palliative Care.

Nurses are seeing patients for dressings, injections, immunizations, BP checks, INR monitoring, ECG, Spirometry and health checks.

Appointments can be arranged by calling the Centre on the above number or online (**Appointuit.com**).

Patients are encouraged to book longer appointments if numerous and/or complex problems are to be discussed.

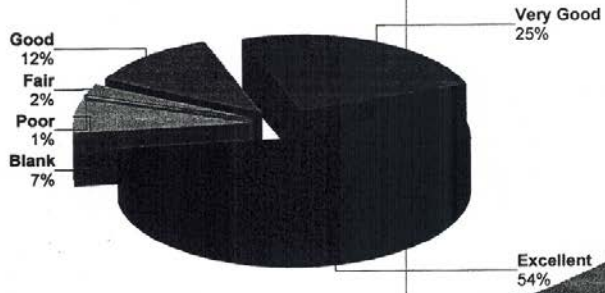
Doctors take and return **patient's phone calls** on a regular basis, usually before or after a consulting session.

Patients are invited to give us **feedback** via a suggestions box located in the waiting room as well as via periodic patient surveys. We are very responsive to all comments and suggestions.

A report of our most recent patient feedback analysis (2014) is attached below. A subsequent patient survey is due in 2017.

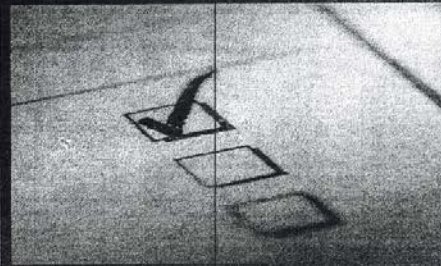
90%

of all patient ratings about this practice were good, very good or excellent

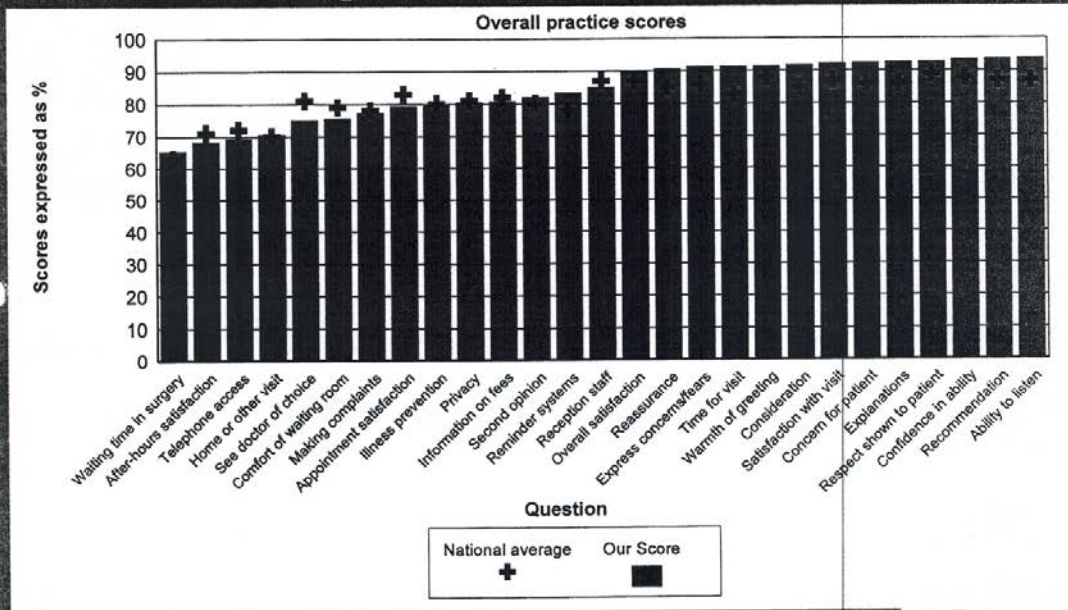


Thank you for your participation in this survey

Patient Experience Survey Results 2013/2014
Gwelup Medical Centre



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



Clinipath Diagnostic Pathology collection centre is located within our Surgery. This is an independent Pathology Centre which provides a wide range of quality pathology services.

Clinipath is open:

Monday-Friday	8.00 AM-4.00 PM
Saturday	8.30 AM-11.30 AM
Sunday	CLOSED

A Pharmacy is located within the major shopping centre situated across the road from the Clinic.

The Pharmacy is open:

Monday, Tuesday,	
Wednesday & Friday	8.00am-7.00pm
Thursday	8.00am-9.00pm
Saturday	8.00am-5.30pm
Sundays & Public	
Holidays	9.00am-5.00pm

Non urgent **home visits** can be arranged on an individual basis.

Urgent home visits requested during normal office hours, after hours, on weekends and public holidays will be provided by the **West Australian Deputizing Emergency Medical Service.**

Patients should ring: **9321 9133**

Gwelup Medical Centre participates in **clinical improvement activities** and **clinical audits.**

Management of personal health information is strictly regulated by the **GMC Privacy Policy**, copy of which can be obtained upon a request.

An individual patient's consent will be required upon registration for audits and any other activities.

Gwelup Medical Centre is a **training post** for WAGPET (WA General Practice Education and Training Ltd) and UWA, School of Medicine.

Gwelup Medical Centre is a **privately billing Practice.**

Our current fees schedule is as follow:

GWELUP MEDICAL CENTRE FEES STRUCTURE (09/01/2017)

Regular charges	Pay on the day	Rebate	Gap
Brief Consultation	\$39.00	\$16.96	\$22.05
Standard Consultation	\$78.00	\$37.05	\$40.95
Prolonged Consultation	\$142.00	\$71.70	\$70.30
Extra Long Consultation	\$221.00	\$105.55	\$115.45
Charges for Pension/HCC card Holders			
Brief Consultation	\$34.00	\$16.95	\$17.05
Standard Consultation	\$68.00	\$37.50	\$30.95
Prolonged Consultation	\$123.00	\$71.70	\$51.30
Extra Long Consultation	\$190.00	\$105.55	\$84.45
Extra Discount for previously Bulk billed patients			
Brief consultation	\$24.00	\$16.95	\$7.05
Standard Consultation	\$49.00	\$37.50	\$11.95
Prolonged Consultation	\$84.00	\$71.70	\$12.30
Extra Long Consultation	\$119.00	\$105.55	\$13.45

GWELUP MEDICAL CENTRE AFTER HOURS FEE STRUCTURE 6PM-8AM (09/01/2017)

Regular charges	Pay on the day	Rebate	Gap
Brief Consultation	\$51.00	\$29.00	\$22.00
Standard Consultation	\$90.00	\$49.00	\$41.00
Prolonged Consultation	\$154.00	\$83.95	\$70.05
Extra Long Consultation \$115.25	\$233.00	\$117.75	
Charges for Pension/HCC card Holders			
Brief Consultation	\$46.00	\$29.00	\$17.00
Standard Consultation	\$80.00	\$49.00	\$31.00
Prolonged Consultation	\$135.00	\$83.95	\$51.05
Extra Long Consultation	\$202.00	\$117.75	\$84.25
Extra Discount for previously Bulk billed patients			
Brief Consultation	\$36.00	\$29.00	\$7.00
Standard Consultation	\$61.50	\$49.00	\$12.50
Prolonged Consultation	\$98.00	\$83.95	\$14.05
Extra Long Consultation	\$131.00	\$117.75	\$13.25

Extra \$5.00 fee applies to all patients who do not wish to pay on the day of service.

On Saturdays FULL CHARGES APPLY

The above fees do not apply to Veteran's Affairs Card Holders

Requesting prescriptions and referrals:

Patients will be charged a \$8.00 fee for repeat prescriptions, re-referrals, insurance forms etc. if no consultation is required.

Please allow up to 48 hours to fulfil your request.

Patients who are in a difficult financial position are encouraged to discuss the billing issues with their treating Doctor

If you want to lodge a **complaint**, please ask at the reception desk for a relevant form. GMC has got a complaints procedure protocol in place.
If you need to further address your complaint, please contact the **Health and Disability Services Complaints Office (08) 6551 7600**.