

After hours: for urgent medical attention call 000, for non-urgent matters please call Night Doctor on 1300 644 483.

#### Services provided

Health checks, skin checks, mental health plans, chronic disease Care plans/clinics such as Diabetes, Asthma, COPD, Cardiology Osteoarthritis and COPD, Health assessments, lesion biopsy/removals, cervical screening, immunization, travel advice, Work cover, driver medicals, wound care, spirometry, Sexual health and contraception.

#### Fees/charges/Cancellations

All concession and student cardholders are fully bulk billed with exception of Employment medicals, Insurance medicals and non-medically required Driving Medicals will incur a private fee.

Private fees apply to all patients aged 17+ without concession and student cards.

If you are unable to attend your appointment, please contact the practice at least 2 hours prior the appointment time, otherwise a non-attendance fee of \$33.00 will be charged.

#### Appointments

Doctor and nurse appointments are pre-booked. If you are unable to book an appointment that is urgent, please speak with the practice nurse. Due to unforeseen circumstances such as emergency, delays can occur.

Appointments can be made either by contacting Mandurah Doctors, through our website [www.mandurahdoctors.com.au](http://www.mandurahdoctors.com.au) or through HotDoc.com.au. A sms reminder will be sent to confirm your appointments through HotDoc.

Appointments offered include: **Standard** for 1 problem (10 minutes), **Brief** for prescriptions or ongoing referrals, and **Long** for more than one problem or if you require more time with the doctor. All injections need to be booked with a nurse as well as the Doctor.

All **scrips** require an appointment with the doctor.

#### Reminders

Our practice is committed to preventative care. We offer reminder systems for Care plans, Health assessments, immunizations and other appropriate care. If you do not want to be part of this, please inform our staff.

#### Results

Due to privacy and confidentiality, NO results will be given via phone, SMS or Email. All test results require an appointment with the Doctor.

Urgent results will be contacted by the nursing staff and appointments made within the next 2 days to discuss.

Non-urgent results- A letter or sms will be sent for follow up within 4 weeks unless your situation changes/concerns

#### Telephone calls

Your doctor is available by phone, however will be unable to take calls during patient consultation. The doctor will be informed and will call back as soon as possible. If your call is urgent, please speak to the Nurse.

#### Home call and care facilities.

Home and care facility visits are made at the discretion of the individual Doctor.

#### Managing your personal health information

Your medical record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorized members of staff. For further information, you can access our full privacy policy statement on our website at [www.mandurahdoctors.com.au](http://www.mandurahdoctors.com.au) or alternatively ask our staff.

#### Translation Services Available

Translation and interpreter service is available on 1300 575 847 National Relay Service on

#### Patient feedback

Our practice is committed to excellence and we welcome any suggestions that could improve our services. We have a suggestion box located in the main waiting area, which is treated confidentially. We believe that problems are best dealt within the practice, however if you wish to take the matter up outside the practice, you can contact the Health and Disability Services complaints office on 1800 813 583 or (08) 6551 7600. Alternatively, you can access their website on [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

## Your Privacy Our Concern

What happens when we collect information necessary for providing you with health service?

We will only collect information necessary for providing you with a health service. Where practical we will only collect information direct from you. We seek your assistance to ensure that information about you is accurate and up-to-date.

### Access to your information:

You can access your personal health information held by the practice. If you need access to your records, practice staff can advise you of the process and any costs that may be involved.

### To whom we disclose information:

To provide you with a quality health service we may disclose selected personal health information to others involved in your treatment and care such as: treating hospital, specialist, pathology provider, provider of medical imaging services, pharmacist, dietician, physiotherapy or other allied health practitioners.

If you are concerned about disclosure of your personal health information or any related secondary use, please inform your doctor or staff member.

We only disclose to those details necessary for you to receive appropriate care from the health services concerned.

Limited information must be disclosed by law to government bodies overseeing the provision of public health services such as billing for Medicare Australia and Public health registers. For further information regarding our privacy policy, please speak to our staff alternatively

### Respect your privacy

All staff and G.Ps are all trained to protect privacy practice and adhere to the privacy laws at all times. Further patient privacy information is available from the practice and website as well from all staff and G.Ps which can advise you on any of your privacy concerns.

### Concerns:

If you have any concerns about the way staff or G.Ps handle your privacy or you require access to your information, please speak to one of our staff members or G.P. If you are unable to resolve the issue with the practice you can contact the Privacy Commissioner on 1300 363 992 or visit [www.privacy.gov.au](http://www.privacy.gov.au).

Patient Information Brochure  
6/5 Murdoch Drive, Greenfields



(08) 9535 8700



(08) 9535 8733



[www.mandurahdoctors.com.au](http://www.mandurahdoctors.com.au)



### Our Doctors

Dr S. Deric-Jovanovic

Dr C. De Silva

Dr S. Sirinaga

Dr M. Tanious

Dr G. Yassa

Dr D. Jayasundara

### Consultant/Manager

Mala Pillay

### Admin Managers

Tyandra and Dee-Ahn

### Practice nurses

Surbhi

Cassie

Ebony

Surbhi

### Opening hours

Monday to Friday 8:00am-5:00pm

Closed Weekends and Public holidays

24/7 online Booking available at  
[Mandurahdoctors.com.au](http://Mandurahdoctors.com.au) or  
[HotDoc.com.au](http://HotDoc.com.au)

### Medical Receptionists

Fiona

Tia

Aadilla

Toni

Elsin

Hirun

*We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.*