

Practice Information Sheet

Lagoon Medical Centre is a modern and state-of-the-art clinic located at Beeliar Hive Shopping Centre. The practice consists of four full-time doctors and two part-time doctors, supported by a practice manager, a registered nurse and our reception team. Our practice embraces family values and we aim to provide the community with the very best healthcare with an exceptional experience.

We strive to provide all of our patients with a welcoming and comfortable environment to visit our Doctors who have a solid commitment to you and your family's well-being.

PRACTICE OPENING HOURS:

7am – 9pm Weekdays

8am – 6pm Saturday

8am – 6pm Sunday

8am – 6pm Public Holidays

PRACTICE ADDRESS AND CONTACT DETAILS:

Unit 1, Beeliar Hive Shopping Centre

283 Beeliar Drive, Yangebup WA 6164

Phone: (08) 6117 0480 Fax: (08) 6117 0481

Email: admin@lagoonmedicalcentre.com.au

Website: www.lagoonmedicalcentre.com.au



ABOUT THE TEAM:

Lagoon Medical Centre has an experienced range of General Practitioners and nurse who provide a wide range of clinical care and support as well as a chiropractor. Lagoon Medical Centre's practice manager is Bridget Newman.

Our General Practitioners:

- **Dr Charles Meribole**, MBBCH, Dip.Anaes, FRACGP, PGDWH, Cert.SkinCa Medicine, Cert.SkinCa Surgery
- **Dr Mohamed El-Alamein**, MbChB, MRCGP (UK), FRACGP, Dip.Diabetes (UK)
- **Dr George Andrawis**, MBChB, FRACGP, AMC, Dip. Child Health
- **Dr Francis Akinyemi**, MBBS, FRACGP, Dip. Fam Medicine

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- **Dr Olajumoke Afolabi**, MBBS, FRACGP, MPH(Occ Health), DTM&H, DFM, Dip.Dermatology, Cert.Dermoscopy & Skin Cancer, FPAA
Cert.Reproductive & Sexual Health
- **Dr Anwar Jawad**, MBChB, FRACGP, DFFP

Chiropractor:

- **Dr Bojan (Brian) Tvoric**, B.Sci in Chiro and B.Chiro

OUR SERVICES INCLUDE:

- Family medicine
- Skin Cancer Screening and Management
- Paediatrics
- Women's and Men's Health
- Immunisations
- Sexual Health
- Mental Health
- Cryotherapy
- Pre-Employment Medicals
- PRP (Platelet-rich Plasma)
- Travel Vaccinations
- Workcover Injury and Management
- Occupational Health
- Iron Infusions
- Cosmetics
- Microsuction
- Onsite Pathology (Western Diagnostic)
- Onsite Radiology (Beeliar Diagnostic Imaging)

HOME VISITS/AFTER HOURS:

If home care/after-hours care is needed, Lagoon Medical Centre has a after hours GP hotline which patients can call **0424 135 464**.

We also recommend **Dial-A-Doctor (doctor home visits after-hours 24 hours a day on 1300 030 030)**.

For emergencies, dial 000

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The closest hospitals to Lagoon Medical Centre are:

- Fiona Stanley Hospital 6152 2222
- Saint John of God Murdoch 9438 9000
- Royal Perth Hospital 9224 2244
- Perth Children's Hospital 6456 2222
- Saint Charles Gairdner Hospital 6457 3333

APPOINTMENTS:

Appointments can be made either by calling 6117 0480, online with Hot Doc and searching our practice name, or walk in.

Please make a separate appointment for each person requiring to see a doctor, regardless of if you are seeing the same doctor at the same time.

If you are unable to make an appointment, please either cancel online (if originally booked that way), or call 6117 0480 so that it can be offered to another patient.

If you, or the person visiting the doctor, requires an interpreter service, please advise at the time of booking and we can arrange this for you. Please refer to Interpreter services below.

While doctors try to avoid running late, complex medical problems, interruptions or unforeseen medical emergencies may cause unavoidable delays. We recognise your time is important and apologise for any delays and inconvenience caused.

Appointment Length

If you have a number of issues to discuss with the doctor or require a longer appointment, please advise reception at time of booking

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Standard Consultation (10 minutes)

- 1 to 2 uncomplicated issues to discuss
- Dressings
- Referrals
- Repeat prescriptions
- Test results

Long Consultation (between 20 to 30 minutes)

- If you require a longer appointment
- 2 or more issues to discuss
- Regular health checks
- Counselling

FEES AND BILLING ARRANGEMENTS

As we are a bulk billing practice, you will not need to pay for the consultation with the doctor. There are minor costs for consumables, which the patient will be made aware of prior to their consultation.

If you do not hold a current valid Medicare Card, please refer to the fees below:

Service	Fee
Standard Consultation, Level B	\$70.00
Long Consultation, Level C	\$90.00
Prolonged Consultation, Level D	\$120.00

After Hours appointments (8pm-8am Weekdays, Saturday 1pm – Monday 8am and Public Holidays)

Service	Fee
Standard Consultation, Level B	\$90.00
Long Consultation, Level C	\$120.00
Prolonged Consultation, Level D	\$150.00

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Chiropractor Billing

For chiropractic appointments, these consultations are privately billed.

Initial consultation: \$85.00

Subsequent consultations: \$65.00

WORKERS COMPENSATION/CAR ACCIDENTS

If you have sustained an injury at work or in a car accident, you will be responsible for paying your account in full. Lagoon Medical Centre will bill the workplace or insurer direct only if a claim number is provided and liability has been accepted. Any shortfall in moneys received will however remain the responsibility of the patient along with any administrative costs, account keeping fees or debt collection fees.

PATHOLOGY

Western Diagnostic Pathology is our onsite pathology provider and is a leading provider of diagnostic testing. They provide services including occupational urine drug screen collections and are a services collection centre. They perform tests that enable the treating doctor to prevent illness, diagnose disease, guide treatment pathways, monitor disease progression and eventually to confirm patient recovery.

COMMUNICATION POLICY

For general enquiries, please phone our reception staff who will provide the best possible service for you. Urgent matters will be directed accordingly. It is our Practice Policy not to interrupt the doctors during consultations, except in the event of a medical emergency. All patients are asked to make an appointment for non-urgent advice, repeat prescriptions, referrals and most test results. this.

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RESULTS

If your result is normal, please be aware that you will not be contacted. If your result is not classified as 'normal', you will be contacted by our practice nurse via phone call/sms and mail if unable to contact through the first measures. The nurse will advise if you are required to make an appointment with the doctor to discuss your results.

Our Practice Nurse is unable to discuss results over the phone that the doctor has marked to discuss with the doctor specifically and a follow up appointment is required. Results will not be given to a third party. We cannot email results to you, but if you require a copy you can arrange to pick one up once your doctor has checked them and approved

MANAGEMENT OF PATIENT HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times, and to ensure that this information is only available to authorized members of staff. If changing practices, to obtain your medical record, you will need to fill out a transfer of notes form at your new practice who will then send to us, and the medical record will be sent directly to the practice. There may be a fee for transferring medical records which our reception staff will inform you prior to sending.

REMINDER SYSTEM

Please advise us if your contact details, such as phone number or address, change as Lagoon Medical Centre is committed to preventative care and may send you a reminder notice if you are due to make an appointment based on our records. If you no longer attend Lagoon Medical Centre, please advise our reception staff.

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PATIENT CONSENT AND PRIVACY

Lagoon Medical Centre respects patient's privacy and ensure that your details are treated with the utmost confidentiality.

PATIENT FEEDBACK

Lagoon Medical Centre respects the fundamental rights of patients to have an accessible and confidential avenue for providing positive or negative feedback about our practice and the services provided. Patients are encouraged to be open and are able to feel free to discuss all health issues and proposed treatments without fear. Suggestions from you to improve our services offered are welcomed. We encourage you to fill in a suggestion form or complains form located in the waiting room or at the reception desk, or via email to the practice manager – admin@lagoonmedicalcentre.com.au – this will be actioned accordingly.

Should there be any problems with the practice that you wish to pursue externally, the appropriate agency is the Health and Disability Complaints Office of WA and can be contacted by phone on (08) 9329 0600 or alternatively by email to mail@hadso.wa.gov.au

INTERPRETER SERVICES

Lagoon Medical Centre encourages patients to advise reception staff prior to their appointment if they would like an interpreter during their consultation. For more information visit – www.tisnational.gov.au

If you require an interpreter for a patient that is deaf and uses Australian sign language (AUSLAN), please visit www.nabs.org.au to book an interpreter or advise Lagoon medical Centre prior to your appointment. This service is free.

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IMMUNISATIONS, INJECTIONS, VACCINATIONS

If you require one of the above, please advise us when booking your appointment. If you require vaccinations prior to travelling, please make an appointment 6 weeks prior to your departure. The doctor can recommend what vaccinations are required during a consultation, please note Lagoon Medical Centre is a travel clinic.

HEALTH ASSESSMENTS

Lagoon Medical Centre provides a number of preventative health services and medical assessments in accordance to our patient needs. A health assessment can help patients to maintain good health and prevent future ill health. Health assessments that are provided by Lagoon Medical Centre include the following:

- Over 75's Health Check
- 45-49 y/o who are at risk of developing a chronic disease
- Aboriginal and Torres Strait Islander People
- Intellectual Disability
- People aged 40-49 with a high risk of developing type 2 diabetes
- Department of Veteran's Affairs
- Health Assessment for Former Australian Defence Force (ADF) Personnel

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