

Billing Information

At Lagoon Medical Centre, we bulk bill all patients who hold a valid Medicare card at all times for general appointments. However, there are fees for skin cancer assessments and minor procedures which we will make the patient aware of prior to their appointment (i.e., excisions/biopsies, Mirena/IUD and Implanon insertion/removal, and iron infusions), these fees attract a rebate also from Medicare.

For all non-Medicare holders, a list of our consultation fees is provided below:

In Hours

- Standard, Level B \$75.00
- Long, Level C \$95.00
- Prolonged, Level D \$130.00

Out of hours (8pm - 8am weekdays, Saturday after 1pm, all day Sunday and Public Holidays)

- Standard, Level B \$95.00
- Long, Level C \$130.00
- Prolonged, Level D \$160.00
-

Please be aware, consultations for any Pre-Employment medicals, Driver's License medicals are not covered by Medicare and will incur a fee. Accounts will not be put on hold. **Price is determined by length and requirements of Employment Medical. Price is quoted prior to appointment, upon viewing paperwork.*

Did Not Attend/Late Cancellation Fees

There is an increasing demand for bulk billing appointments and due to a high number of non-attendances and late cancellations, to ensure equal access of care, we will charge patients a fee for any DNA or cancellations less than 2 hours prior to your appointment so we may offer this appointment to another patient in need of care.

Walk In Policy

Walk in fees apply to all patients for weekends and public holidays only. The fees that are generated from patient appointments have to cover the expenses of running a medical centre, including staff wages, building lease, electricity, phones, water and so on. The gap varies from \$30.90 - \$42.60 depending on the duration of the consult.

Our Services

- Family Medicine
- COVID-19 Vaccinations (Pfizer Adult + Paediatrics)
- Skin Cancer Checks and Skin Cancer Surgeries (excisions / biopsies)
- Paediatrics
- Iron Infusions
- Women's and Men's Health
- Family planning including Antenatal and Postnatal checks
- Immunisations, including Child, Travel and Flu Vaccinations (Private vaccines can be purchased from the clinic too)
- Health Assessments and Care Plans
- Sexual Health
- Mental Health
- Pre-Employment Medicals
- Driver's License Medicals
- Asthma Management
- Diabetes Management
- Cosmetics, including injectables (wrinkle relaxers, dermal fillers, micro-needling, face threading)
- Ear Syringe and Micro suction
- PRP (Platelet-rich Plasma) Injections
- Cryotherapy
- Onsite Pathology (Western Diagnostic, open 6 days)
- Onsite Imaging (Beeliiar Diagnostic Imaging, open 5 days)

Home Visits can be arranged for registered patients, upon the doctor's discretion.

For any **urgent medical attention** after hours, please visit your local emergency department, or alternatively contact the home doctor service provided below:

Dial-A-Doctor
Phone: 1300 030 030



Night Doctor
Phone: 1300 644 483



Lagoon Medical Centre

Unit 1, 283 Beeliiar Drive,
YANGEBUP WA 6164

Opening Hours:
Monday – Friday: 7am – 9pm
Saturday and Sunday: 8am – 6pm
Including Public Holidays

Phone:
(08) 6117 0480

Email:
reception@lagoonmedicalcentre.com.au

Website:
www.lagoonmedicalcentre.com.au

Urgent Care – Bulk Billing – Open 7 Days

Our Doctors

- **Dr Charles Meribole** MBBCH, Dip.Anaes, FRACGP, PGDWH, Cert.SkinCa Medicine, Cert.SkinCa Surgery
- **Dr George Andrawis** MBChB, FRACGP, AMC, Dip. Child Health, Cert.SkinCa
- **Dr Mohamed Abou El-Alamein** MbChB, MRCGP (UK), FRACGP, Dip.Diabetes
- **Dr Francis Akinyemi** MBBS, FRACGP, Dip. Fam Medicine
- **Dr Anwar Jawad** MBChB, FRACGP, DFFP, Cosmetic GP
- **Dr Samuel Beh** MD, BENS
- **Dr Marina Biskales** MBBS, AMC
- **Dr Alexander Utuk** MBBS, PGDA, FRACGP
- **Dr Ikechi Bright Gbenimacho** MBBS, MPH, MBA, FRACGP

Allied Health Practitioners

- **Physiotherapy** – Nathan Freemantle
Available on Tuesdays, Thursdays, Saturdays
- **Chiropractor** – Dr Bojan Tvoric
Available on Mondays, Wednesdays, Saturdays
- **Dietitian** – Danielle Di Carlo
Available on Fridays

For more information on individual GPs and Allied Health Practitioners, please visit our website.

Our Staff

Nursing Team

Charisse, Elise (RN), Emily, Marisa, Chloe (EN)

Administration Team

Practice Manager - Bridget Newman

2IC – Sam

Reception staff – Kayla, Hayley, Zarina, Chloe, Danielle



Results Policy

We encourage our patients to book a follow up appointment to discuss any investigations. We use an electronic recall system via SMS. If you wish to opt out, please let reception know. Alternatively, you can elect to be contacted by phone/mail. All communications are documented in your clinical record.

Our protocol for recalls of results are as follows: If your result is normal, please be aware that you will **not be contacted.** You are more than welcome to call to see whether your results are back in, however we **DO NOT** give results out over the phone due to privacy and confidentiality reasons, unless stipulated by the doctor.

- **Urgent Results:** The doctor or nurse on duty will contact you as soon as possible by phone to advise you to make an appointment to see the GP. If there is no answer, we will try and leave a voice message. In some circumstances, we will try to call your listed next of kin also. We will make several attempts to contact you, however if unsuccessful, you will be sent a letter via registered post advising that an urgent appointment is required.
- **Non-Urgent Results:** You will receive a SMS or letter dependent on your authority to contact via SMS. If an appointment has not been made, a second SMS will send 2 days later and again an additional 2 days later. A letter will be posted via registered post if still unsuccessful after 3 attempts.

**All communication methods will not disclose any confidential information and an appointment will be required to discuss any confidential matter.*

Please ensure at all times your contact details are up to date.

Feedback and Complaints

If you have any questions or feedback, please do not hesitate to contact the staff at our practice. You can also provide feedback and suggestions via the feedback box at the front desk.

If you are not satisfied with your experience or wish to make a complaint, please contact the practice manager. Please email: admin@lagoonmedicalcentre.com.au.

For any other complaints that you do not wish to discuss with us, you could contact the State Health Complaint Agency.

The Health and Disability Services Complaint Office (HaDSCO)
GPO Box B61, Perth WA 6000
Phone: 08 9323 0600 Fax: 08 9221 3675
Country Free Call: 1800 813 583

Management and Personal Health Info

All of your medical information and management of health information is kept in accordance to the Privacy Act 1988 and are governed by the Australian Privacy Principles.

Our practice has strict guidelines on confidentiality, patient consent and consent for a third party to obtain information, transferring of health information along with access and security of personal health information.

Thank You

Thank you for taking the time to read this brochure to familiarise yourself with our clinic and doctors. We hope your experience will be a pleasant one and that all of your health concerns are addressed promptly and efficiently. For further reading, please view our supplementary brochures. If you can't locate these in our waiting room, please visit our website or ask one of our friendly receptionists.

- Privacy Policy
- Patient Rights