

## Billing Information

At Lagoon Medical Centre, we are passionate about providing a service which allows our patients to prioritise their health. We are a mixed-billing practice. We bulk bill all patients with a Medicare card on the weekdays. There is out of pocket fees for all walk-in patients and on the weekends and public holidays. Medicare rebates are processed by the reception team to Medicare and reflected into your nominated bank account within 2-3 business days.

For all non-Medicare holders and weekend/public holiday rates, a list of our consultation fees is provided below:

### In Hours

- Standard, Level B \$75.00
- Long, Level C \$120.00
- Prolonged, Level D \$150.00

### Out of hours (8:00pm – 8:00am weekdays, Saturday after 1pm, all day Sunday and Public Holidays)

- Standard, Level B \$95.00
- Long, Level C \$140.00
- Prolonged, Level D \$160.00

There are out of pocket fees for skin cancer assessments, iron infusions, ear syringing and micro-suction and minor procedures which we will make you aware of prior to the appointment (i.e., excisions/biopsies, Mirena/IUD and Implanon insertion/removal). Medicare rebates apply.

Please be aware that paperwork pertaining to Pre-Employment/Driver's License Medicals, Workers' compensation injuries are **not covered** by Medicare, and will incur a private fee. Full payment will be required on the day and a paid receipt can be arranged. *\*Price is determined by length and requirements of Employment Medical. Price is quoted prior to appointment, upon viewing paperwork.*

### Failure to 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.

## Our Services

- Family Medicine
- Skin Cancer assessments and minor procedures
- 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 (Beeliar Diagnostic Imaging, open 5 days)

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

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



**Dial-A-Doctor**  
1300 030 030

### Night Doctor

Phone: 1300 644 483



## Lagoon Medical Centre

Unit 1, 283 Beeliar Drive,  
YANGEBUP WA 6164

### Opening Hours:

Monday – Friday: 7:00am – 9:00pm

Saturday 8:00am – 4:00pm

Sunday 8:00am – 2:00pm

### Phone:

(08) 6117 0480

### Email:

[reception@lagoonmedicalcentre.com.au](mailto:reception@lagoonmedicalcentre.com.au)

### Website:

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

**Urgent Care – Mixed Billing – Open 7 Days**

## Our Doctors

- **Dr Charles Meribole** MBBCH, Dip.Anaes, FRACGP, PGDWH, Cert.Skin Cancer Medicine, Cert.Skin Cancer Surg.(Adv), GAICD
- **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
- **Dr Sarah Stefanos** FRACGP, AMC, MBChB
- **Dr Samuel Beh** MD, BENS
- **Dr Marina Biskales** MBBS, AMC
- **Dr Alexander Utuk** MBBS, PGDA, FRACGP
- **Dr Ikechi Bright Gbenimacho** MBBS, MPH, MBA, FRACGP
- **Dr Ram Shrestha** MBBS, FRACGP

## Allied Health Practitioners

- **Physiotherapy** – Rejuvenate Physio, Jacinta and Shaunie  
*Available on Tuesdays, Wednesdays, Thursdays*
- **Dietitian** – Danielle Di Carlo  
*Available on Fridays*
- **Psychologist** – Marina Mosa  
*Available on Tuesdays*

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

## Our Staff

### Nursing Team

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

### Administration Team

Practice Manager - Bridget Newman

2IC – Samantha Morrow

Reception staff – Hayley, Simone, Elizabeth, Marieka, Jennifer



## 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, please note, 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 or clinical information, and an appointment will be required to discuss any confidential matter.*

**Please ensure at all times your contact details are up to date. Contact our reception team to update your details.**

## 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, you can request to complete a complaint form from the reception desk, or contact the practice manager via email: [admin@lagoonmedicalcentre.com.au](mailto: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

## 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, obtaining 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
- Communication Policy