

# Patient Information Guide

Joondalup





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## Joondalup

Joondalup Gate, 21 Joondalup Drive, Edgewater WA 6027.

### Opening Hours General Practice\*

Monday	8am to 6pm
Tuesday	8am to 6pm
Wednesday	8am to 6pm
Thursday	8am to 6pm
Friday	8am to 6pm
Saturday	8am to 4pm
Sunday	8am to 4pm

\*Operating hours are subject to doctor availability. Hours are subject to change. Please call the Centre or check Google to confirm.

### Urgent Care Hours

7 days a week – 8am – 9pm

### Book an appointment or general enquiries

Call reception	08 9400 7000
Call Dental	08 9400 7050
Book online	<a href="http://stjohnhealth.com.au">stjohnhealth.com.au</a>

### More Information

[stjohnhealth.com.au](http://stjohnhealth.com.au)



# Welcome

Thank you for choosing St John for your health care. To help orientate you to our centre, please read the following important information.

## Your privacy is our concern

To protect your privacy, this practice operates in accordance with the Australian Privacy Principles, therefore all information collected is treated as sensitive. We use the information you provide to manage your health care. Maintaining accurate records is important, so please advise reception of any changes to your contact details or other information.

Select information may be disclosed to various other health services involved in supporting your health care management. For example, when referring for pathology, radiology, specialists, and community health.

You may opt-in or opt-out of receiving various communications from us. Please contact reception to ensure that you are receiving appropriate communications.

If you have any questions or concerns regarding how we handle your personal health information or need to arrange access to your records, please ask a team member or your general practitioner (GP).

A copy of our privacy policy is available online at <https://www.stjohnhealth.com.au/privacy-disclaimer/> or from reception.





## GP sub-specialities and services

- ▶ Men's and women's health
- ▶ Aboriginal and Torres Strait Islander health
- ▶ Health care of the elderly
- ▶ Paediatrics (healthcare of children)
- ▶ Antenatal care
- ▶ Chronic disease management
- ▶ Health assessments
- ▶ Childhood and adult immunisations
- ▶ Driving medicals for heavy machinery, age or medical conditions as requested by the Department of Transport or Main Roads

## In-practice medical procedures

- ▶ Ear wax removal
- ▶ Iron Infusions
- ▶ Insertion and removal of Mirena and Implanon contraceptive devices
- ▶ Removal of skin cancers, moles, skin tags and other lesions

Please ensure you have a consult prior to making appointment for these services as prior treatment maybe necessary.

A longer appointment may be required for some services and a fee may apply for some services. Please discuss this with reception when booking.

## Our doctors

- ▶ Dr Rob Hendry
- ▶ Dr Claire Hill-Smith
- ▶ Dr Lin-Ann Anantharachagan
- ▶ Dr Shane Tully
- ▶ Dr Sid Samanta
- ▶ Dr Kiran Chauhan
- ▶ Dr Rob Allen
- ▶ Dr Robert Marsh
- ▶ Dr Rafal Francikiewicz
- ▶ Dr Kishore Male
- ▶ Dr Noraliza Mohd Ariffin
- ▶ Dr Joel Zheng



## Appointments

A standard GP appointment is up to 15 minutes long. Longer appointments are required for a range of services such as cervical screening and mental health care plans. If you're unsure of the length of appointment you need, please contact reception.

Walk-in patients will be accepted if appointments are available.

Urgent appointments will be seen by the next available nurse or doctor, however there may be a wait if doctors are tending to other patients.

We also offer Telehealth appointments which enables you to have a GP consult by telephone or video from the comfort of your home.

Telehealth and in-centre appointments can be made online at [stjohnhealth.com.au](http://stjohnhealth.com.au) or by calling reception. Please contact the centre to see if you are eligible.

## Attending the centre

St John is mindful of cultural differences, cultural needs, personality, personal fears and expectations, beliefs, and values.

Wheelchair access and disabled parking is available.

Animals who assist are permitted and welcomed into the clinic for your health and safety.

Please always check in at reception on your arrival. This allows the reception team to advise the doctor you are here for your appointment.

At times you may experience a waiting period due to our doctors attending to urgent or complex issues. If you have been waiting for longer than 20 minutes after your appointment time, please let reception know.

## Additional person attending

Patients may have another person attend a consultation with them. In situations where patients depend on a third party for their ongoing care, we will provide all appropriate information to the carer.

Female and male chaperones are available. If you would like a chaperone to attend your appointment with you, please request this service when booking your appointment.

## Cancellations and Non-attendance

Please provide at least one hour's notice to cancel an appointment.



Missed appointments will incur a fee of \$40.00 for a single appt and \$80.00 for a double appointment, payable prior to making further appointments. This fee is not claimable from Medicare.

## Non-English speakers and the hearing impaired.

Some of the medical practitioners at our practice speak languages other than English. Our centre is also registered with the Translating and Interpreting Service to help us communicate with our non-English speaking patients.

We can arrange an interpreter for patients that require this service, or the patient may contact the interpreting service on the phone number we provide, during the appointment. If you would like us to arrange an interpreter, please request this when booking your appointment. For more information on interpreter services, <https://www.tisnational.gov.au/> or call 131 450.

If you have hearing impairment, please advise reception when making your appointment so we are aware of your needs and can assist you when you're in the practice.

If you require an Auslan interpreter for your appointment, please call 1300 287 526 or visit <https://www.tisnational.gov.au/> to arrange this service.

## Patient information

All new patients, and from time to time our regular patients, will be asked to complete our patient information form. This form collects important information such as:

- ▶ Who we should contact in an emergency
- ▶ Your consent to our staff telephoning or writing to you regarding follow-up, results and reminders
- ▶ Whether you wish to participate in our reminder system (for chronic disease management, cervical screening, immunisations etc.)
- ▶ Your consent to receive appointment reminders via text message

Similarly, when making and arriving for an appointment, our reception team are required to confirm your identity and contact information every time. This may be inconvenient if you are a regular patient or known to our team, however this is required to maintain current patient information to ensure we always provide a high standard of patient care.

This may include routinely asking:

- ▶ Date of birth
- ▶ Contact telephone number



- ▶ Home address
- ▶ Medicare number
- ▶ Commonwealth Concession Card details

You will also be asked if you identify as an Aboriginal or Torres Strait Islander. By making our practice staff aware of your cultural backgrounds, our clinical team can work to accommodate your specific health care needs.

Issues of personality, personal fears and expectations, beliefs and values are also considered.

A patient's refusal for treatment will be documented in the medical record.

## Reminder system

We can send you an appointment reminder via text message or email if you book your appointment online.

We also provide patients with preventive health care and early case detection reminders for services such as immunisations, annual health checks, skin checks and cervical screening.

Please let our reception team know if you do not want to be on our reminder lists.

## Prescriptions, referrals and medical certificates

It is the practice policy that repeat prescriptions, specialist referrals and medical certificates will not be provided without a GP consultation.

In addition, specialist referral letters and medical certificates cannot be back dated.

## Test results

It is practice policy that pathology or other test results will not be provided over the phone due to privacy reasons. Patient can access results via a Telehealth consultation (phone or video conference) or a face-to-face appointment. Please be advised that these will incur a consult fee.

We also advise patients to return to see their GP after seeing a specialist and after a hospital discharge.

## GP phone messages

It is practice policy that telephone calls from patients will not be put through to the GP while they are in consultation. Any messages will be forwarded to the appropriate GP via





internal messaging. It is likely that the calls will not be returned until the end of the GP's session or the end of the day.

If a message is urgent or of a clinical nature, patients may speak to a practice nurse instead of the GP.

## Medical records

If you would like your previous medical records sent to St John General Practice to continue your care, please speak to our reception team to provide written consent for us to contact your previous GPs.

Under certain circumstances, we may release medical records directly to a patient with written request. Please speak to our team about our policy on releasing medical records to patients.

Should you request that your St John General Practice file be transferred to another GP, a fee will apply based on a per page rate. You will be advised of this fee prior to the transfer.

## Fees and payment policy

We are a mixed billing practice.

GP appointments between 9am-3pm will be bulk-billed by most doctors for Pension, Health Care, Disability and Repat Card Holders and children aged 11 and under.

All other patients including those who do not have a Medicare card will be charged a private fee.

Services not covered by Medicare are privately billed e.g. pre-employment medicals, some driving medicals, diving medicals, overseas immunisation paperwork and immigration paperwork. Fees vary due to the length and complexity of a consultation and are determined by the individual GP.

Payment is required on the day of the consultation and can be made by cash, EFTPOS or credit card (excluding Amex, Diners Club).

Workers' compensation and motor vehicle accident (through insurance) patients are required to pay a private fee until the claim has been accepted in writing. A letter of liability must be provided from the Insurance company and a claim number before we can bill them directly. Until this takes place this is the patient's responsibility to pay the account at time of consultations.

St John General Practice will not refund/ reimburse any payment if a worker's compensation claim is not accepted by the insurance company or employer.



Any outstanding payments/debt are handled by a debt recovery agency and additional administration fees may be charged.

Out-of-pocket fees will vary on weekends and public holidays.

## Informed consent

All patients are informed of the purpose, importance, benefits, risks and possible costs of proposed investigations referrals or treatments, including medicines and medicine safety. We believe that patients need to receive sufficient information to allow them to make informed decisions about their care.

Our doctors and staff have a professional obligation to ensure that our patients understand any verbal or written information.

Patients who do not speak or read English or who are more proficient in another language, or who have special communication needs are offered the choice of using the assistance of a recognised service to communicate with the doctor or clinical team members.

The clinical team uses information that is clear and given in a format that is easy to understand, with verbal information supported by a diagram with explanation, brochure, leaflet or poster, electronic information or website referral.

The patient's competence to give consent is ascertained by establishing whether the patient is able to understand, retain and weight the information they have been given to arrive at an informed choice. Such a process is applied to all adults, mature minors, intellectually and mentally impaired patients, guardians or persons with power of attorney for a patient.

In situations where patients are dependent on a third party for their ongoing care, we recognise the importance of providing all appropriate information to the carer.

There is no coercion by our doctors, nurses or other allied healthcare workers. Our patients can choose to reject their advice or seek a second opinion. A patient's refusal of treatment is documented in their medical record.

Patients have the right to seek opinions from other healthcare providers, including complementary or alternative therapies. This will be documented in their medical record but will not affect the care of the patient.

## Ethical dilemmas and open disclosure

Our clinical team has clinical meetings and discusses ethical dilemmas with other clinicians.

We also support open disclosure which refers to an open discussion with a patient about any incident that resulted in harm to that patient while receiving healthcare from us. The



patient's family, carer and/or support person is included in these discussions where appropriate.

## Assistance animals

Any assistance animals are welcome into the clinic. An assistance animal is legally defined under Commonwealth legislation as “a dog or other animal that is: is accredited under a State or Territory law to assist a person with a disability to alleviate the effects of disability; or is accredited by an animal training organisation prescribed in the regulations.”

## Patient feedback and complaints

If you have any concerns about the medical services provided to you by St John General Practice or St John Urgent Care, please speak to the Practice Manager.

Feedback can also be provided via the website [stjohnhealth.com.au](http://stjohnhealth.com.au).

Once received, feedback will be forwarded onto the Practice Manager, and you will receive a phone call and/or a written response within 14 working days.

If you are unhappy with how we have managed your feedback, you may choose to contact Health and Disability Services Complaints Office (HaDSCO).

HaDSCO is an independent statutory authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

**Website:** [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

**Call:** 1800 813 583

## Electronic communications

St John General Practice adheres to the Australian Privacy Principles (APPs) when communicating via electronic means, to ensure the communication of health information is adequately safe and secure.

Patient consent must be provided and recorded on the patient file prior to the use of electronic communications, due to the risks involved when communicating via electronic means. St John advises it is not possible to guarantee that electronic communications will be private.

Using electronic communication means such as email is only for non-urgent administrative requirements only. The practice will endeavour to reply to any emails within 48 hours. Patients are requested to contact the practice by telephone for any



urgent matters, patient bookings, cancellations, messages for health practitioners or requests for medical reports.

All electronic communication with patients is recorded in the patient health record.



## Other medical services

### St John Urgent Care

When you urgently need to see a doctor but it's not an emergency, visit St John Urgent Care. Urgent Care operates seven days a week, 365 days a year.

Appointments are not required. Out-of-pocket costs will apply and there may also be costs associated with injuries at work or in a motor vehicle and products such as moon boots or wrist braces.

Come to St John Urgent Care for:

- ▶ Possible sprains or broken bones
- ▶ Wounds needing stitches or glue
- ▶ Sports/workplace injuries
- ▶ Minor eye and ear problems
- ▶ Minor burns and scalds
- ▶ Insect and animal bites

### St John Urgent Care – Joondalup

Joondalup Gate, 21 Joondalup Drive, Edgewater WA 6027

Open 7 days- 8.00am-9.00pm

## Emergencies

In an emergency, always call Triple Zero (000) or attend your nearest hospital.

The closest hospital to Joondalup is:

Joondalup Health Campus, Cnr Grand Blvd & Shenton Ave, Joondalup.

## Allied health services

The following allied health services are available on-site. We recommend calling to determine if there are any out-of-pocket costs associated with these services.

### Dental

Open Monday to Saturday, St John Dental provides an extensive range of general, cosmetic, and emergency dental services.



Dental services are privately billed but we are approved providers for most health funds. With our onsite HICAPS machine, we can process your health fund benefit on the day of your appointment, with your health fund card.

### **X-ray**

Our on-site radiology service is open seven days a week. The majority of services are bulk billed. Opening hours coincide with St John Urgent Care centres to assist in the management of any minor fractures. External referrals are accepted.

### **Pathology**

Pathology services are available on-site. No appointment is necessary; however a doctor's written request must be presented for all tests. Please bring your Medicare card to all visits.

## **Home consultations**

### **Home visits**

If you're unable to come into a St John General Practice or simply prefer telephone appointments, you can use our Telehealth service to have a GP consultation by phone or video from home. Book at [stjohnhealth.com.au](http://stjohnhealth.com.au) or call reception to make an appointment.

### **WA Deputising Medical Service (WADMS)**

St John General Practice can arrange home visits outside our normal opening hours under an agreement with the WA Deputising Medical Service (WADMS).

Home visits can be arranged during opening hours under certain circumstances. These require approval from your regular GP before WADMS will attend. Private fees will apply.

For after-hours GP consultations (other than Urgent Care) WADMS can be contacted directly on **9321 9133** to arrange a home visit.

