



Lagoon Medical Centre Yanchep Patient Information Guide

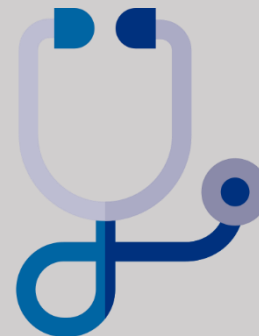
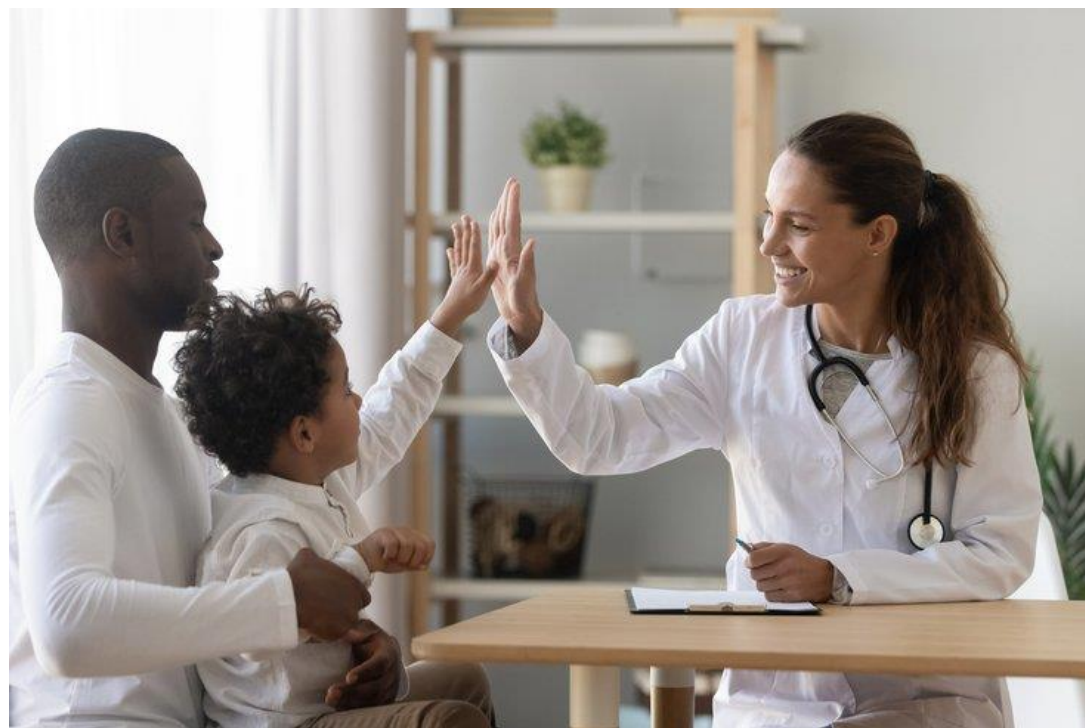


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Lagoon Medical Centre Yanchep

Address: 15 Ikara Lane, Yanchep, WA 6035

Postal address: 15 Ikara Lane, Yanchep, WA 6035

Email: reception@lagoonmedicalcentreyanchep.com.au

Opening hours

Monday	8:00am	–	5:00pm
Tuesday	8:00am	–	5:00pm
Wednesday	8:00am	–	5:00pm
Thursday	8:00am	–	5:00pm
Friday	8:00am	–	5:00pm
Saturday			Closed
Sunday			Closed

Book an appointment or general enquiries

Call reception: (08) 9513 9050

Fax (08) 9513 9051

Book online:

<https://www.lagoonmedicalcentreyanchep.com.au/>

More information:

<https://www.lagoonmedicalcentreyanchep.com.au/our-services>

Welcome

Thank you for choosing Lagoon Medical Centre Yanchep for your health care. To assist you with an orientation to our clinic, please read the following important information.

Thank you for taking the time to read this pamphlet and families yourself with our practice and services we offer. We hope you visit at our practice will be a pleasant one and that all of your health concerns are addressed promptly and efficiently.

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 needs. Maintaining accurate records is vital, 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 or 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 would like to arrange access to your records, please ask a staff member or your General Practitioner (GP).

A copy of our full Privacy Policy is available online at;
www.lagoonmedicalcentre.com.au/policy or from reception.

Doctor sub-specialties and our services

- Family medicine
- Women's and Men's health
- Preventative Medicine
- Aboriginal and Torres Strait Islander health
- Elderly and Geriatric Care
- Paediatrics
- Family Planning
- Antenatal and Postnatal care
- Skin Cancer assessments including minor procedures
- Childhood and adult immunisations
- Mental Health Care Plans
- Chronic Disease Management
- Pre-employment medicals
- Travel Advice and Vaccinations
- Driving medicals for heavy machinery or medical conditions as requested by the Department of Transport or Main Roads
- Functional capability examinations

In practice medical procedures

- Insertion and removal of Mirena and Implanon contraception devices
- Removals of skin cancers, moles, skin tags and other lesions

- Ear wax removal
- Iron infusions
- Removal of ingrowing toenails

Please advise reception if you are booking these appointments in as you may need additional time and a fee may apply for some services. Please discuss this with reception when booking.

Our doctors

- **Dr Charles Meribole** MBBCH, Dip.Anaes, FRACGP, PGDWH, Cert.Skin Cancer Medicine, Cert.Skin Cancer Surg.(Adv), GAICD
- **Dr Mohamed Abou El-Alamein** MbChB, MRCGP (UK), FRACGP, Dip.Diabetes
- **Dr Francis Akinyemi** MBBS, FRACGP, Dip. Fam Medicine
- **Dr Sulatha Minoson** MBBS, MCGP, FRACGP

Appointments

A standard GP appointment is up to 10-15 minutes long. Longer appointments are required for a range of services such as mental health care plans, multiple concerns and procedures. If you're unsure of the length of time you require, please call reception.

Walk-in patients will be accepted if appointments are available and due to the nature of the urgency.

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-clinic appointments can be made by calling reception or online through our website. Please contact the clinic to see if you are eligible.

Attending the clinic

Lagoon Medical Centre Yanchep 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 come to the front desk on arrival to advise you are here. This allows the reception staff to verify your identity, update any details and advise the doctor that you are here for your appointment.

At times you may experience a waiting period due to our doctor's attending to urgent or complex issues. If you have been waiting for over 30 minutes after your appointment time, please let the reception staff know.

Additional person attending

Patients may wish to have another person attend the 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.

Cancellation policy

Please provide at least two (2) hours' notice to cancel your appointment. This is so that we may offer this appointment to another patient in need.

Missed appointments and late cancellations will incur a fee which is payable prior to making further appointments. The fee is determined by the length and duration of the appointment type you have booked. For example, after hours is considered after 1:00pm on Saturday, so if you miss your appointment on Saturday afternoon or anytime Sunday, the fee is at a higher rate. This fee is not claimable from Medicare.



Non-English speaking and hearing impaired

Some of the doctors in the 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 interpreting services, visit - www.tisnational.gov.au or call 131 450.

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 information such as:

- Who we should contact in an emergency
- Your consent to our staff telephone or writing 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 or email

Similarly, when making and arriving for an appointment, our reception team are required to confirm your identity and contact

information every time. We understand this may be inconvenient if you are a regular patient or known to our team, however this is required to maintain high standards of patient care.

This may include asking you:

- Date of birth
- Contact telephone number
- Home address

You will also be asked if you identify as Aboriginal or Torres Strait Islander, by informing our practice 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 patient record.



Reminder system

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

We also provide patients with preventative 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 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 doctor's consultation.

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

Test results and recalls

It is the practice policy that pathology, radiology or any other tests will not be provided over the phone due to privacy and confidentiality reasons. We ask all patients to make an appointment with their treating GP to obtain and discuss their results.

Due to the ongoing COVID-19 pandemic and returning to 'business as normal' post COVID-19, we are utilising Telehealth consultations, if you are required to stay at home due to close contact/positive case scenarios. If you request a copy of your

results (after speaking with the doctor), you will be sent a password protected email with your results in, alternatively you may wish to pick the hard copy up from the reception desk (Photo ID will be required to confirm identity).

We will contact you if there are urgent results that need to be discussed. Results can be provided by either a Telehealth consultation phone or video conference or a face-to-face appointment. We also advise patients to return to see their GP after seeing a specialist and after a hospital discharge.

GP phone messages

It is our 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 day 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 our practice to continue your health care, please speak to our reception team to provide your written consent for us to contact your previous GP's.

Access to your medical records can be requested in writing, to the Manager and will be available within seven (7) days. We may release medical records directly to a patient within written request although in certain circumstances, doctors may refuse if they feel it

could potentially cause harm to the patient. Please speak to our reception team about our policy on releasing medical records to patients.

Should you request that your medical records file be transferred to another GP, we require a signed consent form from the requesting practice and an administrative fee of \$20.00 will incur. You will be advised of the fee prior to the transfer.

Fees and Payment policy

Lagoon Medical Centre Yanchep is a mixed-billing practice. Patients with a valid Medicare card are bulk-billed on the weekdays for standard GP consultations. Patients without a Medicare card are charged a fee determined by the GP.

Consultations on the weekends and public holidays will incur a private fee, Medicare rebates do apply. Children 16 and under are not included in this, and as such will be bulk billed.

Our practice accepts walk in patients for urgent care services. The wait time may vary due to the nature of the urgency and doctor availability. Walk in appointments do attract an out-of-pocket fee, with a Medicare rebate which the reception team will process for you.

Services that are not covered by Medicare are privately billed - i.e., driver's license fitness to drive medicals, pre-employment medicals, and immigration paperwork. Fees may vary due to the length and complexity of a consultation and are determined by the individual GP.

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

Workers' compensation and motor vehicle accident (through insurance) patients must provide a claim number each time they present for a consultation. They are also required to pay a private fee until the claim has been accepted in writing and confirmed by the practice. Lagoon Medical Centre Yanchep will not refund/ reimburse any payment if a workers compensation claim is not accepted by the insurance company or Employer.

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 recognized 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 recognize the importance of providing all appropriate information to the carer.

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

Patients have the right to seek opinions from other healthcare providers, including complementary or alternative therapies. This will be documented in their medical record.

Ethical dilemmas and open disclosure

Our clinical team has clinical meetings and discussions regarding 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 whilst 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 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 Lagoon Medical Centre Yanchep, we encourage you to speak to the Practice Manager. Alternatively, complaint forms are available at reception.

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

If you are unhappy with how we have managed your feedback, you may choose to contact the 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 Indian Ocean Territories.

Website: www.hadsko.wa.gov.au

Phone: 1800 813 583 or (08) 6551 7600

Other services



Urgent care

This practice is happy to accept walk in patients for non-life-threatening medical illnesses or injuries.

If you are experiencing life threatening medical emergency, please call 000, or attend your nearest hospital

Emergencies

In an emergency situation, always call Triple Zero (000) or attend your local hospital. The nearest hospital to Yanchep is:

**Joondalup Hospital, Corner Grand Blvd & Shenton Avenue,
Joondalup, WA 6027**

Home visits

Our GPs do not currently offer home visits, if you're unavailable to attend our practice you can request a Telehealth consultation by phone for services such as issuing a medical certificate or a repeat prescription. To be eligible for a telehealth consultation, you must have attended this practice within the last 12 months. Please call our friendly reception team on 9513 9050 to discuss whether a telehealth is appropriate for you.

Dial-A-Doctor and Night Doctor - Deputising Medical Service

Lagoon Medical Centre can arrange home visits outside of our opening hours under an agreement with;

- i) **Dial-A-Doctor**
Phone: 1300 030 030
Email: info@dial-a-doctor.com.au



Dial-A-Doctor
1300 030 030