

REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in reminder systems. We take part in both the surgery recall system and also several State and National registers such as Pap Smear register, Breast-screen register and the Australian Childhood Immunisation Register. You may be issued with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to take part in any of these recall registers please let your doctor or receptionist know.

FEES AND BILLING ARRANGEMENT

Please refer to fees list at reception.

United Medical Centres Darch is a mixed billing practice. Bulk billing is available for; Children 0-16 years, aged pensioner, veterans' affairs card holders and health care assessment.

SERVICES NOT BULK BILLED

A list of costs of these services are available at Reception. (Payment via EFT/Cash required on the day); Overseas visitors, insurance medicals, driving licence medicals, pre-employment medicals, commercial and dangerous goods licence

AFTER HOURS SERVICE

For after hours care please contact Western Australian Deputising Medical Service on (08) 9321 9133. This service is bulk billed for concession card holders only.

THIS PRACTICE HAS A NO SMOKING POLICY.

PATIENT FEEDBACK: YOUR RIGHTS

United Medical Centres Darch would welcome any feedback and input to improve our service. If you are unhappy with any aspect of the care provided by this practice, we are keen to know about it.

Please feel free to talk to your doctor or the staff, or if you prefer, write to us or use our suggestion box about any problems you have with the service we provide.

We take your concerns, suggestions and feedback seriously. However, if you feel there is a problem you wish to take up elsewhere, you may prefer to contact:

The Health & Disability Services Complaints Office
(HaDSCO)

GPO Box B61 Perth WA 6838

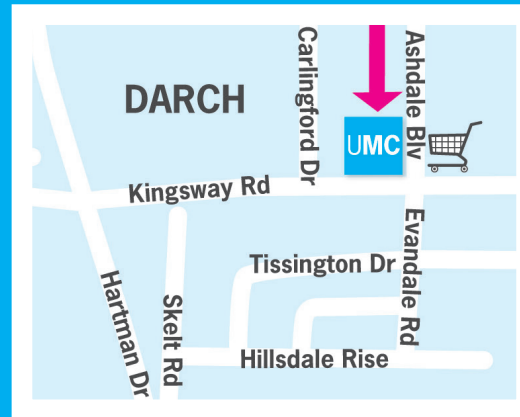
Complaints & Enquires line: (08) 6551 7600

Fax: (08) 6551 7630

Country Free Call: 1800 813 583

TTY: (08) 6551 7640

Email mail@hadsco.wa.gov.au



Phone: (08) 9303 9891

Fax: (08) 9303 9905

Monday - Thursday:
8:30am - 7:00pm

Friday:

8:30am - 5:30pm

Saturday:

9:00am - 4:00pm

Sunday & Public Holidays:

Closed

Book Online
unitedmedical.net.au

DARCH

Shop 19, 225 Kingsway Road

Ph: (08) 9303 9891

Fax: (08) 9303 9905

unitedmedical.net.au

United Medical Centres - Darch

- We are a Multidisciplinary group of Professionals.
- Our mission is providing the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.
- We strive for excellence in interactive and interpersonal customer service.
- We are committed to promoting health, wellbeing and disease prevention to the community.
- We treat ALL patients with dignity and respect in the provision of excellent care.
- We believe in and assist with a patients right to participate in decisions regarding their healthcare.



ON ARRIVAL

Medicare/Veteran + Concession Cards must be presented to the Receptionist to ensure your details are kept up to date. Ensure you have signed a Consent for Use & Disclosure for Personal Health Information form, for us to provide optimal ongoing comprehensive health care.

APPOINTMENTS

Please telephone (08) 9303 9891 to make an appointment or www.unitedmedical.net.au to book online.

- Practice Policy ensures every effort is made to accommodate your preferred time and GP.
- Emergencies will always be given priority.
- All children and elderly will be seen on the same day.
- Long consultations are available for complex medical problems, medicals, minor surgery. Please advise so this is accommodated.

HOME & OTHER VISITS

Doctors must authorise the arrangement of out of surgery visits and admission. Prior arrangements are required to accommodate this. However if additional treatment is required outside of our services within this surgery this will be discussed with you during your consultation.

COMMUNICATION SERVICES

Our practice engages TIS National (Translating and Interpreting Service) for patients requiring a translator. A booking can be made by calling 131 450

TELEPHONE ACCESS

All urgent matters will be addressed immediately. Requested information or advice relating to clinical care is available by informing the receptionist who will forward to the doctor. It is preferable however for patients to make an appointment. Electronic access to the doctor can be organised if required by informing reception. Fees may apply.

STAFF

Dr. Anwar Jawad

- Family Planning
- Implanon/Mirena's/Coil Insertion & Removal
- Gynaecology
- Chronic Disease Management
- Ear, Nose & Throat
- Joint Injections

Dr. Carmelo Poli

- Specialise in all areas

Dr. Deminda Mahapatunage

- Paediatrics
- Men's Health
- Mental Health
- Dermatology
- Respiratory Conditions
- ENT
- Ophthalmological Conditions

Dr. Audrey Galebole

- Women's Health
- Family Medicine

Dr. Pradeepa Dilhani

- Women's Health
- Family Medicine
- Paediatrics

TEST RESULTS

For medico-legal reasons test results will NOT be given over the phone. Doctor will advise when they expect the results to be available during your consultation and also inform you to make a follow-up appointment for these results.

EXTERNAL SERVICES

United Medical Centres Darch engages other services within the community to provide optimal care for our patients.

SERVICES PROVIDED BY THIS PRACTICE

We provide a comprehensive medical service including:

- General Medicine
- Children's Health & Adolescent Health
- Women's Health
- Men's Health
- Immunisations
- ECG (Electrocardiography)
- Enhanced Primary Care
- Antenatal Care
- Skin Cancer – Cryotherapy
- Minor Procedures
- Spirometry
- Veteran's Affairs
- Workers' Compensation
- Travel Health
- Allied Health Services

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

All medical records (both manual and computerised) are treated as strictly confidential. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Full details can be discussed with Reception

REFERRALS

If additional treatment is required outside of our service within this surgery this will be discussed with you during your consultation.