

## ABUSIVE BEHAVIOUR

Berrigan Family Medical Centre has a zero-tolerance policy for patients that act in an abusive and/or threatening way towards the doctors or staff.

We understand that when you or a loved one is sick, you may feel stressed or anxious. However, physical or verbal threats or abuse to doctors, staff or other visitors to our practice (including over the phone) will not be tolerated. If you, or anyone who accompanies you to the practice behaves in a threatening manner, you/they will be asked to leave and if necessary, police called. This may result in you being permanently removed from our practice list.

## COMMUNICATION

Due to our Doctor's being extremely busy, they are unable to take calls from patients. However, all messages received will be passed on to them. Then either the Nurse or the Receptionist will call you back with the Doctors response. All Emails are answered daily however please allow for delays when requiring an answering from your GP as they are extremely busy.

## MANAGEMENT OF PATIENT HEALTH INFORMATION

Our practice is committed to maintaining the Confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our Privacy Policy.

## CONFIDENTIALITY AND PRIVACY

In line with the Privacy Act and the National Privacy Principles – your medical information is a confidential document.

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** family members or third parties at all times. In line with this all-official paperwork eg: Insurance, Super or Centrelink paperwork that Patients and/or companies require the Patients to who the Paperwork pertains to needs to attend an appointment with the Doctor. This is so the Patient and the Doctor can discuss the situation and the Doctor can make sure that the Patient is happy for them to sign. This way both the Patient and the Doctor are Protected. This ensures the patient will continue to receive the best care from the Doctor and prevents the Doctor from running too far behind during the day, resulting in long wait times for all our valued patients.

For further information, please our 'Privacy Statement' brochure available from the reception desk

<https://www.oaic.gov.au/privacy/the-privacy-act>

## QUALITY OF CARE

Your family doctor is a specialist qualified to look after all aspects of the personal health of you and your family. The doctors at Berrigan Family Medical Centre provide you with best possible care by applying those years of experience and training.

Likewise, our Practice Nurses apply their years of experience and training to ensure you receive a high standard of care. The best relationships thrive on mutual respect and consideration.

This information brochure is dedicated to ensuring the relationship we build together is both positive and supportive.

Don't forget that a general practice is a team effort alongside your GP is a whole team including the nurses, receptionist and other staff dedicated to giving you the best possible health care.

## PATIENT FEEDBACK: YOUR RIGHTS

Berrigan Family Medical Centre welcomes all and any Feedback and input to Improve our Service.

Occasionally patient surveys by means of questionnaire will be carried out. If you are unhappy with any aspect of the Care provides by this Practice, we would like to know about it.

Please feel free to talk to your doctor and or the Practice Manager, or if you prefer, send us an email at [info@berriganfmc.com.au](mailto:info@berriganfmc.com.au). Alternatively please feel free to ask for a Feedback form at reception.

We take your concerns, suggestions and feedback seriously.



# Patient Information

**1/219 Berrigan Drive**

**JANDAKOT**

**P: 9417 2454**

**E: [info@berriganfmc.com.au](mailto:info@berriganfmc.com.au)**

## AFTER HOURS/EMERGENCIES

Night Doctor on **1300 644 483**

St John URGENT Care **6174 6000**

Fiona Stanley Hospital on **6152 7642**

In case of an Emergency please call **000**

**Monday to Friday 8am–5pm**

**Weekends and Public Holidays CLOSED**

**WE ARE A MIXED BILLING CLINIC**

**THIS PRACTICE HAS A ZERO TOLERANCE  
POLICY TOWARD AGGRESSIVE  
BEHAVIOUR**

Book Online with



## REMINDER SYSTEM

Our Practice is committed to Preventative Healthcare. We send a Reminder SMS via HotDoc or a letter for you to have follow up Blood Test, X-Rays, PAP Smears, Immunisations etc.

## TEST RESULTS

Test results are checked by the doctor once they are received at the clinic.

All patients are required to schedule an appointment with a doctor to discuss test results.

## ENGAGING WITH OTHER SERVICES

Our Practice regularly engages with Local Health Services such as Allied Health and Hospital. If required, the GP will provide you with a referral, Reception will then Email or Fax to the Specialist. The Specialist will then contact you within a few weeks to arrange an Initial appointment. If however you have not heard from them please contact the specialist directly.

## REFERRALS

If additional treatment is required outside of our services provided within the Clinic, this will be discussed in the appointment and then if required a Referral will be organised and the Reception Staff will send the Referral for you.

## GP's AVAILABLE

Dr Shakir Jamaludin, Dr James Flynn, Dr Thilini Hettiarachchi, Dr Sarah Abdul Aziz, Dr Patricia Kelly

## WHY DO I SOMETIMES HAVE TO WAIT?

Our doctors try to run on time and not keep their patients waiting. We do run an appointment system and fit in emergencies walk in patients as they arise and as such some delays are unavoidable, so we request your patience.

Our reception staff will assist in keeping you informed about expectant wait times when you arrive for your appointment.

If you feel you have been waiting for a long time, please ask the receptionist how long you can expect to wait and whether you should reschedule the appointment.

## ACCOUNTS/FEES

We are a **MIXED BILLING CLINIC**.

Please see our Pricing Schedule for further details.

A copy of fees is available at Reception. **Payment is required on the day.**

We are a Mixed Billing Clinic. Payment is required on the day. Bulk Billing for Health care Card Holders, DVA Card Holders (conditions apply), Patients over 65 and Children under 17yrs

**Please remember payment is required on the day for everyone else.**

Our billing policy is displayed in the reception area of the surgery. If you have any difficulty in paying our fees, please discuss with our Reception Staff

**It is essential that you bring your valid Medicare Card and Government Concession Pension or Healthcare Card if held to each visit.**

## CANCELLATIONS/MISSED APPOINTMENT FEE

If you can't attend an appointment, please notify reception as soon as possible.

We may charge a **\$60.00** fee for appointments that are missed without adequate 2hr warning, and if you have been given a prior warning letter.

## APPOINTMENTS

If you require an appointment, please call one of our lovely staff on 9417 2454. If you require a longer appointment, please let the staff know so that we can book appropriately. Appointments can be made on HotDoc as well as on our website. For continuity of care, it is required that you schedule an appointment to see a doctor. Patients attending their initial appointment are asked to arrive **5-10 minutes** early to allow time for reception staff to enter the patient's details into the database.

**Please also note** Telehealth Appointments can only be booked by calling reception. And we only book them for certain things. If you require a Medical Certificate, these are a Legal document and cannot be back dated or issued without an Appointment. You must see a GP or Pharmacist while you are unwell.

## HOME VISITS

Our Doctors **DO NOT** do Home visits.

However outside of our operating hours we use the following **Night Doctor** 1300 644 483 or **St John Urgent Care** 6174 6000

Book Online with



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