



# MARGARET RIVER & COWARAMUP SURGERY

## PRACTICE NEWSLETTER

### STAFF

#### General Practitioners

Dr Cathryn MILLIGAN

Dr Raymond CLARKE

Dr Graham VELTEROP

Dr Robert BUCAT

Dr Ian MCKELLOW

Dr John COLLIS

Dr Kirstie MACGREGOR

Dr Rebecca VERNON

Dr Gerhard ERASMUS

Dr Christopher THEXTON

Dr Jaimie DRYSDALE

Dr David MILLAR **Men's Sexual Health**

Prof Andrew JAN **Acupuncture**

**Practice Manager** – Mrs Sarah Perich

**Assistant PM**– Mrs Jayne Towndrow

**Medical Receptionist** – Donna, Louise, Teesha, Maia, Cherie, Laura, Aniko

**Practice Nurse** – Karen, Robyn, Emma, Kerryn, Monique, Wendy and Rachel; *nursing staff duties are directly overseen by the doctors of our practice.* The practice nurse is available Monday to Friday at both Margaret River and Cowaramup Surgery.

**Chronic Disease Management Nurse** – Monique, Rachel and Wendy are available by appointment for chronic disease management plans and team care arrangements, the CDMP nurse will facilitate the arrangements necessary according to the guidelines set out by Medicare to implement your care plan and/or team care arrangement in conjunction with your GP.

#### **PRACTICE HOURS by appointment.**

##### **Margaret River Surgery**

Monday to Friday 7.30am -5.30pm

Saturday 8.30am – 12.30pm

##### **Cowaramup Surgery**

Monday to Friday 8.30am – 5.30pm

## AFTER HOURS

Please call either the surgery number, where a message will inform you of a doctor on call and the procedure to follow or call the Margaret River Hospital direct on 9757 0400. Alternatively call health direct on 1800 022 222

## HOME VISITS & TELEPHONE ACCESS

Home visits are available for regular patients whose condition prevents them from attending the surgery. Should you need to speak to the doctor and he/she is with a patient, the reception staff will take a message and advise you when it is likely that your call will be returned.

*Emergency calls will always be put through to the Nurse or Doctor.*

**APPOINTMENTS** We offer online appointment bookings via HotDoc, Website and Facebook, alternatively please ring 97572766 (MR) or 97559777 (CWP) for an appointment.

The first appointment time is 8.00 am and the last is 5.00 pm; every effort will be made to accommodate your preferred time. If your situation is urgent please inform the reception staff and they will endeavour to have you seen at the earliest opportunity. *Emergencies are always given priority and the reception staff will attempt to contact you if there is any unforeseen delay.* The length of a normal consultation is 15-minutes. Please request a long consultation if you feel that this is not adequate for example: 1<sup>st</sup> antenatal visit, counselling, multiple or complex medical problems.

## SERVICES AVAILABLE

<i>Immunization (child and travel)</i>	<i>Medicals (insurance, driving, aviation, pre-employment)</i>
<i>Skin Checks</i>	<i>Antenatal Shared Care</i>
<i>Anaesthesia</i>	<i>Minor surgery (vasectomy, removal of skin lesions)</i>
<i>Cervical Screening Test</i>	<i>Counselling</i>
<i>Physiotherapy</i>	<i>Chronic Disease Management</i>
<i>Pathology</i>	<i>Visiting Specialists Cardiologist and Endocrinologist</i>
<i>PSA Check</i>	<i>Family planning Pregnancy Test</i>
<i>Iron Infusion</i>	<i>Wound care</i>

*Our practice strives for excellence in all areas, with strict protocols in place to ensure this. Each staff member is committed to providing professional, confidential and compassionate service. Please do not hesitate to ask for their assistance.*

## FEES & BILLING

Level B	Standard Consult	\$85	
Level C	Long Consul	\$145	
Level D	Extended Consult	\$185	
16500	Antenatal Consult	\$95	
Prescriptions		\$15	<i>48 hrs notice is required</i>
Referral		\$25	<i>48 hrs notice is required</i>

**Please note:** *Additional fees apply for other services such as pregnancy test, ECG, Removal of Lesion, Suturing, some vaccinations etcetera... A private account will apply and is payable on the day of service, we can claim your rebate back from Medicare electronically. We accept Cash, EFTPOS & Credit Card as payment. Discount rates apply for DVA and Centrelink Concession Card Holders, Workers Compensation and Motor Vehicle Accident consults until liability is accepted by the insurer and a claim number is provided.*

## CONFIDENTIALITY

*This practice is committed to maintaining the confidentiality of your personal health information. Your medical record 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 members of staff.*

## PATIENT RIGHTS

*If you have a problem, we would like to hear about it. Please do not hesitate to talk to either your doctor or receptionist. You may wish to write to us instead. We take all suggestions, concerns or complaints very seriously. If you wish to take a matter further and wish to discuss it outside of the surgery, there are several options available:*

<i>The Medical Registration Board</i>	<i>08 9481 1011</i>
<i>Health &amp; Disability Services Complaints Office</i>	<i>1800 813583</i>
<i>Australian Medical Association (WA)</i>	<i>08 9273 3000</i>