

## **PRACTICE INFORMATION SHEET**

### **Surgery Hours**

|                 |                  |
|-----------------|------------------|
| Monday – Friday | 8:00am – 5.00pm  |
| Saturdays       | 8:00am – 12:00pm |
| PUBLIC HOLIDAYS | TBA              |
| SUNDAYS         | CLOSED           |

### **Practice Doctors**

Dr TVasanthi Thevarajah  
Dr Lakshmi Balakrishnan  
Dr Vasanth Govindappa

### **Services Provided**

Our team of professionals are equipped to give you the full experience to suit your health needs. The following is but a few of the services we offer.

Mental Health, Women's Health,  
Chronic Disease Management, Therapeutic Injections, Men's Health, Travel Vaccinations,  
Workers Compensation, MVA, Drivers Medicals, Children's Health and much more.

### **Appointment Types and Billing arrangements**

We offer various appointments to help our practice run efficiently and to ensure there are less delays for our patients, if you know that you have more than 2 things to discuss with your GP then book a longer appointment, Mental Health Plans and consults you will always require a long appointment. When booking online the type of consult you choose will already have a suitable time allocated to it, We offer face to face consults as well as telephone consults, you can book these online via our website or over the phone with someone from our reception team.

Our appointments are billed on time and complexity. We encourage those who have 2 or more things to discuss with the doctor that you book a longer appointment.

As we are a private billing practice; we require full payment on the day. Any queries please feel free to email [manager@nedlandsmedicalcentre.com.au](mailto:manager@nedlandsmedicalcentre.com.au)

### **After Hours Home Visits and Emergency**

If you are requesting a home visit then you will need a telephone consult with doctor before a decision is made. The clinic has engaged the services of Dial a Doctor to provide a locum service for the after-hours medical care of our patients.

Dial-a-Doctor can be contacted on  
1300 030 030.  
Outside of the clinic's normal hours of operation, in cases of medical emergency, patients can seek assistance from:

Sir Charles Gairdner Hospital  
Hospital Avenue  
Nedlands WA 6009

### **Communication with Doctors**

Our practice aims to avoid delays, maintain confidentiality and to limit interruptions to the doctors whilst they are consulting. All patients are required to make an appointment. For your convenience we can offer telephone consultations along with our face to face appointments.

Email is not our preferred method of communication as your privacy and confidentiality may be compromised. We also cannot guarantee any delays that may occur via this method. It is our recommendation that you would never email us in an emergency.

### **Recall & Reminder System**

Our practice participates in national and state reminders systems or registers. Relevant information is given to enable automatic reminders to be issue to you for important preventative health checks e.g., Cervical, bowel, breast screening and prostate checks. Recalls & reminders can come in the form of a text message, phone call or letters in the mail.

### **Management of your personal health information**

Keeping in line with the National Privacy principles your medical records are maintained as a confidential document. It is the policy of the practice to always maintain security of personal health information.

You are welcome to move your medical records to another medical center at any time, please note that the center does charge a fee and this request is actioned within a timely manner as per our policy. Please speak to one of the reception team for more information.

### **Patient Feedback**

Our practice acknowledges that patient feedback is an important source of information. Patient satisfaction is key. We have a form for you should you wish to leave any suggestions, compliments or even complaints, please ask reception if you would like to fill one out. All forms are treated in the strictest of confidence. If you prefer not to use the form, you can always contact our practice manager via email: [manager@nedlandsmedicalcentre.com.au](mailto:manager@nedlandsmedicalcentre.com.au)

If for any reason you are not satisfied with the service, you have received and do not wish to discuss this with us. The following information is for the state health complaint agency:

The Health and Disability Services Complaints Office  
GPO Box B61, PERTH WA 6838  
P: 1800 813 583 E: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)