

Denmark Medical Centre



Unit 3 / 3 Mount Shadforth Rd
Denmark WA 6333

Tel: 9848 4111 Fax: 9848 2192
Email: admin@denmarkmedicalcentre.com.au
Website: www.denmarkmedicalcentre.com.au

SURGERY HOURS

DENMARK

Monday - Wednesday & Friday 8.30am – 5.00pm excluding Public Holidays
Thursday 8.30am – 6.00 pm (after hours fees apply after 5pm)
Saturday By appointment (after hours fees apply)

WALPOLE

Monday 9.00am – 4.00pm
Wednesday 9.00am – 4.00pm

PEACEFUL BAY

Wednesday fortnightly– Please make an appointment with the reception staff at Denmark Medical Centre

After Hours and Emergencies

In the case of an emergency or for after hours care (including home visits) please contact the After Hours GP helpline on 1800 022 222 or Denmark Health Service on **9848 0600** who will contact the on-call doctor to determine what care is deemed necessary & appropriate.

Emergency Ambulance transportation call: **000**



PRACTICE DOCTORS



Dr Hector Faulkner

MBBS, DA, Dip RACOG, FACRRM
Paediatrics, Obstetrics, Palliative Care,
Anaesthetics, Women's Health,
Adolescent Health
Denmark: Monday, Thursday & Friday
Walpole: Wednesdays

Dr Sharon Jackson

MBBS, FRACGP, Dip
RANZCOG, FACRRM
Obstetrics, Women's Health,
Adolescent Health
Denmark: Thursdays
Walpole: Mondays





Dr Andrea van Rijn
 MBBS, FRACGP, DCH, JCCA
 Women's & children's health,
 Emergency Medicine, Palliative
 Care, Anaesthetics
 Hours: Thursdays & Fridays



Dr 'Pratha' Prathalingam
 B Sc, MBBS, MRCS, LRCP, DTM&H
 FACCRM, FRACGP
 Travel Medicine, HIV, Infectious
 Diseases, Minor Surgery, Mental
 Health, Adolescent Health
 Hours: Monday-Friday



Dr Lynette Stoltze
 MBBS
 General Medicine, Skin
 Cancer, Geriatrics, Diabetes
 Hours: Monday-Wednesday



Dr David Ward
 MBBS (hons), DRANZCOG,
 FRACGP, FACRRM
 Obstetrics, Family Health,
 Paediatrics
 Hours: Tuesdays



Dr Jonathan Mortimer
 MBBS, FRAGP
 General Medicine, Travel
 Medicine, Weight Loss,
 Nutrition & Exercise
 Hours: Wednesdays



Dr Robert Money
 MBBS, FRACGP, BN & EMC
 Emergency Medicine &
 Family Health,
 Hours: Monday-Friday



PRACTICE STAFF

Practice Manager: Mary Olden

Practice Nurses: Fleur Wych, Vicky Evans, Gina Hatcher, Deborah Parker

Reception Staff: Melynda Hardie -Neale, Keir Mulder, Mel Poett, Marnie Goodwill, Louise Smith & Marianne Neave

Denmark Medical Centre is a fully accredited general practice. This is your guarantee of a quality service. Please ask at Reception if you would like more information.

BILLING ARRANGEMENTS

We are private medical practitioners and we provide a high quality comprehensive family medical service.

Please contact reception for current fees. We expect the amount to be settled at the time of consultation.

Payment can be made by cash, cheque or EFTPOS.

In most circumstances we will bulk-bill Medicare for Pensioners and Children.

SPECIAL PRACTICE NOTES

The philosophy of this practice is to provide comprehensive and thoughtful medical care to individuals and families. We work hard to keep you up to date with the latest medical innovations and to bring you efficient personal service. We are committed to promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

Test Results. Please make an appointment with your doctor to follow up results of investigations.

Telephoning your doctor. Telephone calls do interrupt another person's consultation. Problems are best discussed during a consultation. In many cases the office staff may be able to help you with your enquiries however if it is necessary to speak to your doctor by phone, reception staff will take a message and advise you when it is likely the doctor will return your call.



Appointments

Denmark Medical Centre operates an appointment system and endeavours to keep openings for emergencies. You can make an appointment with your doctor by telephoning the surgery on **9848 4111** or booking online via our website.

Urgent medical problems will be dealt with promptly.

Appointments are made at 15 minute intervals. When making your appointment please advise staff if you need extra time.

Booking a long appointment. If you require an insurance medical, review of a complex health problem, counselling for emotional difficulties, or a second opinion, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Cancellations. If you are unable to keep an appointment, we would appreciate it if you would notify the surgery as soon as possible so that we can allocate the appointment time to another patient. There will be a fee charged for multiple missed appointments.

Multiple Appointments. If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member.

Home Visits. If you are too ill to attend the surgery a home visit may be available upon request. We also provide care for nursing home and hospital patients. Please contact staff at the surgery before 9.30 am if possible.

Repeat Prescriptions and Referrals. In order to monitor your health and fulfil our ethical and legal responsibilities, we require that you attend your doctor for a consultation if you require further prescriptions and referrals. If your doctor is not available, another doctor in the practice can attend to your request. We provide brief appointments for patients who only require a repeat prescription.

Reminder System. Our practice is committed to preventative care. We may

issue you with a reminder/recall letter or SMS from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let us know.

Interpreter Services. If you or your family require an interpreter, we can organize this for you. Please let us know when you ring to make an appointment. Or you can contact the Translating and Interpreting Service directly on 131 450.

Medical Students. Our doctors are supporters of education and training of new doctors and believe it is important for the future of general practice that such teaching occurs. Medical students are present in the practice on occasion. If you do not wish to see the student please let the reception staff know prior to your appointment.

Privacy and Confidentiality. In accordance with the Privacy Act (1988) all information collected in this practice is treated as "sensitive information". To protect your privacy, this practice operates strictly in accordance with the Act.

We use the information you provide to manage your personal health care.

We generally disclose selected information to various other health services involved in supporting your health care management (e.g. pathology, x-ray).

Any information collected requires the patient's signed consent to be disclosed to any other party.

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.

If you have any questions about how we handle your personal health information or need to arrange access to your records, please ask the Practice Manager or your doctor, as appropriate.

Waiting Times. Nobody likes to be kept waiting and we are all aware of this and try to adhere to appointment schedules. However, the unpredictable nature of medical practice means that a doctor may sometimes run behind time. This is mostly due to a patient requiring urgent medical attention. We sincerely regret any inconvenience caused to patients when we fall behind with our appointment schedule.

Feedback. Denmark Medical Centre values feedback from its patients and fully recognizes the principle of the right to communicate a complaint, concern or enquiry and for these matters to be treated with courtesy and respect. All complaints, concerns or enquiries received by the practice will be dealt with in a consistent manner, enabling speedy and effective solutions. Feedback can be provided via your Doctor, our Practice Manager or the suggestion box located in the waiting room.

If complaints can not be resolved within the practice they may be directed to the Medical Board or The Health and Disability Services Complaints office (Ph: 1800 813 583 – or www.hadsco.wa.gov.au).

OTHER SERVICES

- Cryotherapy
- Vaccinations
- Obstetrics
- Minor Surgery
- Health Reviews
- Palliative Care
- Women's Health
- Allergy Testing
- Travel Medicine Advice
- Asthma Education
- ECG
- Spirometry
- Skin Cancer Checks
- Mental Health Nurse



NEWS



Find us on:
facebook®

We are pleased to announce the launch of our new *Denmark Medical Centre* [Facebook Page](#) which we hope will be a place for patients, friends and the extended community to keep up to date with relevant information about our practice. It will also include other current health related information.

Please tell your friends about the [denmarkmedicalcentre](#) page and make a request for them to "Like" the Page.

OVER 40?
IT'S ABOUT TIME
TO GET CHECKED
FOR TYPE 2 DIABETES

National Diabetes
Week 8-14 July



itsabouttime.org.au

Every year around 640 Australians end up very sick and in hospital with dangerously high blood glucose levels because the early signs and symptoms of type 1 diabetes are not recognised in time.

#itsabouttime we all learnt the 4Ts of type 1 diabetes:

- Toilet
- Thirsty
- Thinner
- Tired

Online Appointments



Book your doctors appointments online at www.denmarkmedicalcentre.com.au
Real time availability!

OR

Download the Priority MediCentre App



from



or



Bacteria become resistant to antibiotics, not your body

Antibiotic resistance happens when bacteria change or mutate to protect themselves from an antibiotic.

The more often antibiotics are used or taken incorrectly, the more chance bacteria have to change and become resistant to them. This can make bacterial infections much harder to treat.

Mutated bacteria can also pass their genes to other bacteria, forming a new antibiotic resistant 'strain' of the bacteria.

Medical Humour

Some one-liners from doctors notes - not ours!

On the second day the knee was better and on the third day it disappeared.

....

Discharge status: Alive, but without my permission.

....

Skin: somewhat pale, but present.

....

Patient has two teenage children, but no other abnormalities.

....

She is numb from her toes down.

....

The patient has been depressed since she began seeing me in 1993.

....

The patient refused autopsy