

# PRACTICE INFORMATION SHEET

Unit 3, 3 Mount Shadforth Road  
Denmark WA 6333  
Phone: 08 9848 4111  
Fax: 08 9848 2192  
E-mail: [admin@denmarkmedicalcentre.com.au](mailto:admin@denmarkmedicalcentre.com.au)



## Denmark Medical Centre

### Consulting hours:

Mon, Tue, Wed & Fri	8.30am – 5.00pm
Thu	8.30am – 6.00pm
Sat	By appointment
Walpole Visits	Mon & Wed
Peaceful Bay Visits	Mon fortnightly

### Practice Doctors:

#### Dr Hector Faulkner

MBBS, DA, Dip RACOG, FACRRM

- Anaesthetics
- Pain medicine
- Implanon & mirena insertion & removal
- Mental Health
- Skin cancer medicine
- Chronic disease management

#### Dr 'Pratha' Prathalingam

B Sc, MBBS, MRCS, LRCP, DTM&H FACCRM, FRACGP

- Travel medicine
- Youth friendly medicine
- Mental health
- Implanon insertion & removal
- Skin cancer medicine

#### Dr Sharon Jackson

MBBS, FRACGP, Dip, RANZCOG, FACRRM

- Obstetrics
- Women's health
- Implanon & mirena insertion & removal
- Mental health
- Skin cancer medicine

#### Dr David Ward

MBBS (hons), DRANZCOG, FRACGP, FACRRM

- Special interest in obstetrics
- Vasectomies
- Carpal tunnel release
- Implanon & mirena insertion & removal

#### Dr Lynette Stoltze

MBBS

- Dermatology
- Skin cancer medicine
- Women's health
- Implanon & mirena insertion & removal

### After Hours and Emergencies

Please contact Denmark Health Service on 9848 0600 or the After Hours GP helpline on 1800 022 222 who will contact the on-call doctor to determine what care is deemed necessary & appropriate.

#### Dr Robert Money

MBBS, FRACGP, BN & EMC

- Emergency medicine
- Family health care
- Mental health

#### Dr Emily McNeill

MBBS

- Women's health
- Family health care
- Sexual & reproductive health
- Implanon insertion & removal

#### Practice Nurses:

Vicky Evans RN  
Deborah Parker RN

#### Practice Manager:

Mary Olden

#### Receptionists:

Melynda, Marnie, Sue, Keir and Marianne.

#### Practice Services:

- Full skin checks
- Antenatal care
- Employment, diving & driver medicals
- Suturing
- Skin lesion removal
- Punch Biopsy
- Mirena insertion & removal
- Iron infusions
- Immunisations
- Q Fever testing & vaccinations
- Obstetrics
- Minor surgery
- ECG & spirometry
- Ear syringing
- Travel medicine advice

**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. 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.

Appointments can also be booked online via our website: [www.denmarkmedicalcentre.com.au](http://www.denmarkmedicalcentre.com.au) or through Hot Doc [www.hotdoc.com.au](http://www.hotdoc.com.au) or Health Engine [www.healthengine.com.au](http://www.healthengine.com.au)

**Longer Consultations.** 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 you will get the attention you deserve. Please bring relevant letters and test results from other doctors.

#### **Cancellations.**

If you are unable to keep an appointment, please notify the surgery as soon as possible so we can allocate the appointment time to another patient. There may be a fee charged for multiple missed appointments.

#### **Home / Hospital Visits.**

Our practice does offer regular patients home visits in certain circumstances. We also provide care for nursing home and hospital patients. Please contact staff at the surgery before 9.30 am if possible.

#### **Interpreter Services.**

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

#### **Billing Arrangements.**

We are private medical practitioners and we provide a high quality comprehensive family medical service. Fees are payable at the time of consultation. Please contact reception for current fees. Payment can be made by cash, cheque or EFTPOS. Your Medicare rebate can also be processed at the time of this payment. In most circumstances for regular patients we will bulk bill Medicare for Pensioners and Children.

#### **Electronic Communication.**

Email communication with Denmark Medical Centre is not encrypted and is therefore not a secure way of communicating personal information.

#### **Communication / telephone policy.**

Doctors do not generally take phone calls whilst consulting. Please advise the receptionist what your query is about and this information will be passed on to the doctor.

#### **Test Results.**

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

#### **Reminder System.**

Our practice is committed to preventative care. You have the option of registering to receive reminder notices regarding health services appropriate to your health.

#### **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 or visit

[www.denmarkmedicalcentre.com.au](http://www.denmarkmedicalcentre.com.au)

#### **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 have the student in attendance please let the reception staff know prior to your appointment.

#### **Patient Rights.**

Patients have the right, and are encouraged, to participate in decisions about their healthcare.

#### **Engaging with other services & referrals:**

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care. We are also co-located Western Diagnostic Pathology.

#### **Patient Feedback.**

We value our patients' feedback and have found it to be extremely useful to our practice. Please feel free to speak to the doctor, practice manager or receptionist. You may prefer to email us at:

[admin@denmarkmedicalcentre.com.au](mailto:admin@denmarkmedicalcentre.com.au)

We will try our best to resolve any issues to obtain the best outcome.

**If there is a problem, which you wish to take up outside the practice, we suggest you contact:  
Health & Disability Services Complaints Office  
(HaDSCO) GPO Box B61, Perth WA 6838**