

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.

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.

Second Opinion. If you would like a second opinion, please ask your doctor and this will be arranged with another doctor within the practice or with a doctor outside the practice.

Privacy and Confidentiality. In accordance with the Privacy Act (1998) 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, specialists).

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.

Facilities The surgery has disabled parking available on site. A wheelchair is also available. A change table for parents and babies is available in the disabled toilet.

Vaccinations. Denmark Medical is now using **SmartVax**, a real-time vaccine safety monitoring program using SMS technology. Find out more about how we care for our patients using SmartVax by visiting www.smartvax.com.au

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.



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. Feel free to call the surgery to check if your doctor is on time.

Patient Feedback. From time to time this practice invites patient to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us to improve our services. 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 cannot be resolved within the practice they may be directed to the Health & Disability Services Complaints Office (HaDSCO), GP O Box B61, Perth WA 6838

Other Services

Cryotherapy - Vaccinations - Obstetrics - Minor Surgery - Health Reviews - Palliative Care - Women's Health - Travel Medicine Advice - Asthma Education - ECG -Spirometry - INR's - Ear syringing -Iron Infusions - Employment Medicals - Workers Compensation

Useful Links

HACC (Home and Community Care)

www.health.wa.gov.au/hacc/home

WA Department of Health www.health.wa.gov.au

Heart Foundation www.heartfoundation.com.au

Cancer Council www.cancercouncil.com.au

Asthma Foundation of WA www.asthmawa.org.au

Diabetes WA www.diabetes.health.wa.gov.au

EPC (Enhance Primary Care) www.health.gov.au/epc

Seniors www.myagedcare.gov.au

Be proactive & take part in managing your health with Denmark Medical Centre



Denmark Medical Centre

SURGERY HOURS

Monday, Tuesday, Wednesday & Friday 8.30am – 5.00pm

Thursday 8.30am – 6.00 pm

Saturday By appointment

Walpole Visits Monday & Wednesday

Peaceful Bay Visits Monday 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 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.

Emergency Ambulance transportation call: **000**

CONTACT DETAILS

Unit 3, 3 Mount Shadforth Road

Denmark WA 6333

Phone: 08 9848 4111

Fax: 08 9848 2192

E-mail: admin@denmarkmedicalcentre.com.au

BOOK ONLINE

www.denmarkmedicalcentre.com.au



Dr Hector Faulkner

MBBS, DA, Dip RACOG, FACRRM

Special interest in anaesthetics and pain medicine

Dr 'Pratha' Prathalingam

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

Special interest in travel medicine and youth friendly medicine

Dr Sharon Jackson

MBBS, FRACGP, Dip, RANZCOG, FACRRM

Special interest in obstetrics and women's health

Dr David Ward

MBBS (hons), DRANZCOG, FRACGP, FACRRM

Special interest in obstetrics

Dr Lynette Stoltz

MBBS

Special interest in women's health and dermatology

Dr Robert Money

MBBS, FRACGP, BN & EMC

Special interest in emergency medicine and family health care

Dr Emily McNeill

MBBS

Special interest in sexual & reproductive health, women's health and family medicine

Dr Tina Newman

MBBS

Special interest in children's health, skin checks, chronic headaches, cardiovascular medicine and respiratory medicine

Dr Oliver Angliss

B Sc, MBBS

Special interest in general medicine, infectious diseases, women's health, sexual health, palliative care and mental health.

Dr Pascale Papalia

MBBS, DCH

Special interest in family medicine, women's health, child health and sexual health.

PRACTICE NURSE:

Vicky Evans RN
Fleur Wych RN
Deborah Parker RN
Andreea Prince RN
Elouise Hosken RN

PRACTICE MANAGER:

Terry MacKinley

TEAM LEADER:

Maddi Noble-Fry

RECEPTIONISTS: Sue, Angela, Adele, Chanae and Keir.

Mission Statement. The philosophy of this practice is to provide comprehensive and thoughtful medical care to individuals and families. This practice works hard to keep up to date with the latest medical innovations and to bring patients efficient personal service.

This practice is committed to promoting health, wellbeing and disease prevention to all patients. The practice does not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

SPECIAL PRACTICE NOTES

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.

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.

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 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 that we can allocate the appointment time to another patient. There may 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 / 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.

Own Doctor. Where possible you will be given an appointment with your own doctor. However, if you need to be seen urgently and your doctor is fully booked or away from the practice, you will be seen by the doctor 'on call' for that day. Your own doctor will be kept fully informed.

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.

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.

Email. Most email communication to and from Denmark Medical Centre is not encrypted and is therefore not a secure way of communicating personal information. Patients are able to email the practice using admin@denmarkmedicalcentre.com.au for administrative matters. It is a request of the Practice that patients do not use this facility for clinical purpose.

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.