

HEALTH INFORMATION MANAGEMENT

The Privacy Amendment Act, 2014, requires medical practitioners to obtain consent from their patients to collect, use and disclose information. Every patient (or parent/guardian) attending the practice is provided with a copy of our Privacy Policy and asked to sign consent with their doctor. Consent is voluntary and may be revoked if desired. You can obtain a copy of the Privacy Act from our website www.lockridgegp.com

PEOPLE WITH A DISABILITY

There are ramps suitable for wheelchairs at the main entrance, and special ACROD parking bays. A special toilet and height adjustable examination beds are available. Should you have any other needs, please discuss them with the receptionist or your doctor.

TEACHING

This practice is committed to the training of future doctors, and you may find a medical students or another doctor sitting in with your doctor during your consultation. You will be asked if it is OK to have a student, or another doctor, sitting in on your consultation.

The choice is yours

The confidentiality of your medical history is assured at all times.

PATIENT FEEDBACK

It is important for us to know what you think and how you feel about the service we deliver. If you are unhappy with any aspect of the care you receive please tell us. You can either speak to your doctor, our management team or leave your assessment in the suggestion box located in the waiting room. If you wish, concerns can also be addressed to:

Health and Disability Services Complaints Office
GPO Box B61, Perth WA 6838
Telephone 08 6551 7600
Fax 08 6551 7630
TTY 08 6551 7640
Website www.hadsco.wa.gov.au
Email mail@hadsco.wa.gov.au



LOCKRIDGE MEDICAL CENTRE
Level 1, 64 Aussat Drive, KIARA WA 6054
Phone: 6278 2555 Fax: 9377 3871

Day	Hours
Monday	9:00am - 5:00pm
Tuesday	9:00am - 5:00pm
Wednesday	9:00am - 5:00pm
Thursday	9:00am - 7:00pm
Friday	9:00am - 7:00pm
Saturday	9:00am - 8:00pm
Sunday	Closed

**URGENT MEDICAL PROBLEMS WILL BE
DEALT WITH PROMPTLY PLEASE LET OUR
RECEPTIONIST KNOW**

After Hours Locum Doctor : 9321 9133

GP After Hours Clinics:
GP After Hours Clinic Mount Lawley: 9370 4200

In An Emergency go to:
SJOG Midland Public Hospital Emergency
Department
Phone : 9462 4000
In a Life Threatening Emergency (eg chest pain)
ring for an ambulance.
Phone: "000"
Ambulance transport is not free

www.lockridgegp.com



Lockridge Medical Centre

The Lockridge Medical Centre is committed to the provision of quality medical care to the community of Lockridge and surrounding suburbs. Established in 1978, the practice doctors and patients have contributed to the training of a generation of medical students and postgraduate doctors. As a teaching practice, we work hard to maintain a high standard of care.



**Accredited
General Practice**

Lockridge Medical Center is a "smoke free" practice.

COMMUNICATING WITH US

It is best to discuss things with your doctor at an appointment. This enables the doctor to fully concentrate on your concerns. In some circumstances doctors will take phone calls relating to your health or your family's health, but not while they are seeing another patient. The doctor will usually call you back after they have finished their current consulting session. In limited circumstances patients are able to email the practice.

YOUR RESULTS

Test results are best obtained during a follow up consultation. Some simple test results can be confirmed by telephone, after 10:00 am. Please note our reception team cannot discuss or interpret your results, if you require more information regarding your results you will need to make an appointment. Please be aware that doctors cannot diagnose illness or conduct a consultation over the telephone – if you or a family members are unwell, it is best to come to the surgery.

SMS SERVICE

Lockridge Medical Centre now utilises an SMS text messaging service to remind patients of upcoming appointments. Patients can "opt out" of this new service by advising front reception staff.

REMINDER POLICY

Lockridge Medical Centre is committed to preventive health care as a key element of quality general practice. the practice sends patients reminders offering a range of preventive health services. Patients are to let reception know if they do not wish to be part of the reminder system. In some cases, the reminders will be generated by other organisations e.g. the government pap smear register.

EMERGENCY CONTACT NUMBER

No one knows what is around the corner but we do know that it is wise to be prepared. have you advised Lockridge Medical Centre of any changes to your emergency contact number and next of kin details. For assistance please ask one of our receptionists.

OUR TEAM

All the doctors in the practice have satisfied the training requirements of the Royal Australian College of General Practitioners, and are either on the Vocational Register of General Practitioners, or in the process of gaining their Vocational Registration. We are committed to providing high quality general practice and are involved in continuing professional development.

Doctors	Doctors
Dr Oscar D'Souza	Dr Cheryl Koh
Dr Barry Fatovich	Dr Anne Humphry
Dr Nadine Perlen	Dr David Adam
Dr Doug Pritchard	Dr Sarah Newman
Dr Dinka Filipovic	Dr Jie Xu
Dr Alana Dawson	Dr Pippa Byrd
Dr Lisa Zhang	Dr Jacinta Montgomery

Nurses

The practice employs nurses to assist in your care. The nursing team is coordinated by Christine and our nurses have many years of experience in a variety of health areas.

Administration Team

Our friendly and welcoming administration team plays a key role in assisting our practice to run efficiently and are here to help you with any enquires.

SPECIAL SERVICES

Our doctors have a broad range of experience in general practice. In addition to general consulting, many special services are available. These include:

Services	Services
Diabetic health care	Women's health care
Men's Health Care	Pre-pregnancy counselling
Skin checks	Antenatal
Nutritional medicine	Medical examinations
Counselling	Palliative care
Minor surgery	Care of the Elderly

MAKING AN APPOINTMENT

To make an appointment telephone 6278 2555 Alternatively visit our website www.lockridgegp.com Most appointments are 15 minutes, please let reception know if you think you may need longer. Remember, if you cannot attend your appointment, please phone and let us know as a non-attendance fee maybe charged.

HOME VISITS

Lockridge Medical Centre does provide home and nursing home visits for regular patients, who live in Lockridge or neighbouring suburbs, and are too frail or sick to attend the practice. If requesting a home visit, you will need to speak to our nursing team who helps coordinate the home visit requests.

BILLING

Lockridge Medical Centre is a private billing practice. However, this practice does continue to bulk bill children under the age of 16 years and patients who have a current Pension Card, Health Care Card, Commonwealth Seniors Card or Veteran Affairs Card.

Brief : \$50.00 Standard: \$75.00

Long: \$115.00 Extended: \$155.00

A more comprehensive list of fees can be found on our website and are also displayed in our waiting room. If you have any questions regarding our fees please ask one of our friendly team members.

CULTURAL BACKGROUND

Patients are encouraged to advise doctors of their cultural background. Doctors see patients from a wide range of ethnic, cultural and social-economic backgrounds. Social and cultural factors may determine and influence the patient-doctor relationship and health care choices.



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