

Leschenault Medical Centre Information for Patients

How do I order a script from my doctor without seeing them?

Our doctor's will generally not issue a script without an appointment. In certain circumstances and at the doctor's discretion a script may be issued by phoning reception, giving your details along with the medication details. This information will be forwarded to your doctor. Please allow up to 48 hours for processing and a script fee of \$20.00 may be required upon collection of the script.

What do I do if I have a complaint or give feedback?

If an unforeseen circumstance arises and you are not happy with the service at Leschenault Medical Centre we would greatly appreciate your feedback so we can improve our service. You may call and speak to the Practice Manager, send a letter or email addressed to the Practice Manager or request a client complaint form, which can be completed and returned to the Practice Manager. They will investigate the matter and provide you with feedback. If you wish the matter to be taken further patients may contact the Health and Disability Service Complaints Office at www.hadscow.gov.au. We also have a suggestion box in our main waiting room with suggestion response sheets and pens available.

How do I get my pathology results?

Please call 9725 8471 and ask for a results nurse. If a nurse is available you will be transferred. If our nurses are with patients a message will be sent and they will return your call as soon as possible. Please note the nurse will attempt to call/sms you for non urgent appointment. Please be aware you will not be called for normal results.

How do I transfer my medical records to & from Leschenault Medical Centre?

If you wish to have your records transferred from your previous doctors surgery please see reception to complete a form that will be sent to your previous surgery. Please be aware that some surgeries have a transfer fee and won't release records until paid. If you wish to have your records transferred to a new surgery from Leschenault Medical Centre, you will need to complete a transfer form at your new surgery. Please note we do charge for release of medical records, please speak with reception. Please note all transfer request must be accompanied by photo ID.



Leschenault

MEDICAL CENTRE

Address: Unit 7 HealthPlex, 12 Leisure Dr
Australind WA 6233

Phone: 08 9725 8471 **Fax:** 08 9725 8472

Email: reception@leschenaultmedical.com.au

Opening Hours

Monday - Friday 8:00am - 6:00pm

Saturday 8:00am - 12:00pm

Our Team at Leschenault Medical Centre

General Practitioners	Physiotherapist
Podiatrist	Receptionists
Dietitian	Nurses

Our Services at Leschenault Medical Centre

Skin Checks & Procedures	Immunisations
Travel Consultations & Vaccinations	Family Health
Women's & Men's Health	Antenatal Care
Implanon Management	Podiatry
Chronic Disease Management	Physiotherapy

*If you need to be seen outside our opening hours you can attend Brecken
After Hours at 12-16 Vasse St Bunbury, Monday to Friday
5:00pm-8:00pm, Saturday 1:00pm-5:00pm, Sunday & Public Holidays
10:00am-6:00pm. Alternatively you can call Health Direct on
1800 222 222 or present to your nearest Hospital Emergency
Department*

Leschenault Medical Centre Pricing

We are a private billing practice. If unsure of any out of pocket costs we ask that you please discuss with our reception staff prior to your consultation.

We bulk bill patient under 16 years of age and patients over 65 years of age with concession card.

Patients 16-65 years with a health care card or older than 65 years without a concession card will be given a discounted fee.

Our General Practice Consultation Fees

	Private Fee
Level A Consult 0-5 Minutes	\$55.00
Level B Consult 5-20 Minutes	\$86.00
Level C Consults 20-40 Minutes	\$158.00
Level D Consults >40 Minutes	\$240.00

**Prices subject to change due to Federal Budget suggested changes. Fees require payment on the day.*

Treatment Room Fees

For all procedures, dressings, wound management etc. there is a treatment room fee to cover the cost of equipment stock and the nurses time. This fee is not claimable with Medicare and is required to be paid at the time of arrival.

Fees Payment Options

Payment is required on the day of consultation. Cash, Eftpos facilities, cheque or direct debit. We have Tyro machines for rebates. HICAPS available for physiotherapy and podiatry appointments gap reimbursement

Practice Communications, Confidentiality and Privacy Information

Wanting to Speak to Your GP

If you wish to speak with your doctor, please phone reception who will then ask what the phone call is regarding and see if the doctor is available. If the doctor is not able to take your call you may be able to discuss the matter with our nurse. If neither option is available the reception staff can take your details and pass them on to the doctor for them to return your call when available.

Please Note: Doctors can be extremely busy throughout the day so they may not call back until the next day. If your call is urgent we recommend booking an appointment to see your doctor instead.

Appointment Reminder System & Recalls

We offer a free SMS text messaging service that allows patients who have registered their mobile number with reception to receive a SMS reminder message the day before the next booked appointment.

Our recall system consists of SMS text message, letters or phone calls from the nursing staff depending on the health issue as to which method is used. For a full view of this policy please visit our website or call and speak with our nurse.

Urgent Results

For all urgent results either a nurse or doctor will call the patient to give them their results over the phone or let them know they need to attend for a follow up appointment. If a patient does not answer or the phone number is incorrect/disconnected then a letter will be sent to the patient's listed address. Messages will only be left if the patients name is stated on the answering service.

Privacy Policy & Confidentiality

The practice privacy policy is available to all patients. When registering as a new patient you must sign that you have read and understood the practice privacy policy. Patients are welcome to take a copy of the privacy policy by asking at reception. Leschenault Medical Centre's privacy policy is a standard policy for Australian Medical surgeries. All staff members of Leschenault Medical Centre are required to sign a confidentiality form on commencing work and may not commence without this. All Australian standards are followed for patient confidentiality.