



## **Patient Information Sheet**

### **Practice Address**

Peel Maternity & family practice

29-31 Sholl Street

Mandurah

WA 6210

PH: 08 9534 8133

FAX: 08 9534 7977

### **Surgery Hours**

Monday-Friday 8.30am-17.00pm

### **After Hours**

Should you require medical attention outside normal surgery hours please call any of the following:

Peel Health Campus 9531 8000

GET BETTER 1800238837

### **Billing Arrangements**

This is a private billing practice and payment is to be paid on the day of service. Pensioners and children under 16 years of age will be Bulk Billed. Concession card holder discounts are also available.

### **Consult Fees**

**\$78.00** Normal Consult Fee

**\$95.10** Ante-natal Consult Fee

Other fees do apply please see reception for full fee guide



## **Communication**

Emails and return calls will be made to patients as soon as possible during clinic times or once clinics have finished depending on the urgency. Due to the demands on the doctor's time please make sure that general and correct information has been given to receptionist to allow for accurate information to be relayed.

## **Medical Record Information**

Your medical record is a confidential document. It is policy of the practice to maintain security of your personal health information at all times and ensure that this information is only available to authorised members of staff. A privacy policy & patient consent form detailing this information will be giving to you by reception staff should you require it.

If you require access to your medical health information or would like it transferred to a new health provider please ask our receptionist for information.

## **Results**

Any urgent results will result in your doctor/a doctor contacting you directly

Non Urgent results may require our receptionist to contact you to make a non-urgent appointment, letters may also be sent out to advise no further discussion/treatment required or to make a non-urgent appointment when possible.

## **Complaints**

If you have a complaint and would like to discuss it further you can choose the following options

1. Speak to your GP or GP Obstetrician
2. Ask the receptionist to speak to a senior staff member
3. Fill in a complaints or suggestion form
4. Email your complaint or suggestion to [Practice.Manager@peelmaternity.com.au](mailto:Practice.Manager@peelmaternity.com.au)

Please feel free to contact

Health and Disability Services Complaints Office

**1800 813 583**

**GPO Box B61, Perth 6001**



### **Interpreter Services**

We are able to accommodate patients who do not speak English. Please inform the receptionist if you require this service.

All information is provided on our Website

<http://www.peelmaternity.com.au//>

### **Preferred Doctor**

If you have a preferred Doctor please make the receptionist aware and he/she will accommodate if possible.

### **Longer Consultations available on request**

If you require a longer consultation please advise the receptionist at the time of booking. New patients generally require a double appointment.

### **Peel Maternity & Family Practice Clinical Staff**

Dr Peter Kell – GP Obs

Kim Hanly - Midwife

Dr Simon Smith – GP Obs

Elaine Daniels – Midwife

Dr Karine Hay – GP

Kelly Mabbett – Midwife

Dr Laura Tarrier- GP

Elyshah Rowe- GP Nurse

Dr Natalie Johnston- GP

Linda Janetti – Midwife

Marlene Winton – Midwife



## **Administration Staff**

Sharon Williams – Practice Manager

Bernadette Beasley – Senior Accounts

Sharon Craig – Bookkeeper

Dotti O'sullivan – Receptionist

Jackie Collins – Receptionist

Wendy Dodd – Receptionist

Jan George – Receptionist

Taylor Wise - Receptionist