

# GLEN FORREST MEDICAL CENTRE

An AGPAL accredited General Practice

4 Hardey Road,  
Glen Forrest  
WA 6071  
Phone: 9298 8555  
Fax 9298 8030

## PATIENT INFORMATION

The Doctors and staff at Glen Forrest Medical Centre strive to deliver a professional service to our patients. Glen Forrest Medical Centre is a well established Practice with many generations of families attending.

### Doctors

Dr Frank Kotai MBBS(WA) DA

Dr Guido Hanly MBBS(WA) FRACGP

Dr Toni Law MBBS(WA) FRACGP MPH&TM DRANZCOG DCH

Dr Juliette Buchanan MBBS FRACGP FARGP DCH Grad Dip FM

Dr Alina Harriss MBBS(WA), FRACGP

Dr Mark Daykin MB ChB(UK) MRCGP (UK) FRACGP

Dr Siobhain Brennan BSc (Hon), PhD, MBBS, DCH, FRACGP

Dr Erin O'Donnell-Taylor MBBS (Hons) – *on maternity leave until June 2019*

### Nurses

Sinead, Karen, Cheryl, Fiona, Roz and Ann-Marie

### Receptionists

Ellen, Janet, Virginia, Kirsten, Sue, Julie and Michele

### Practice Manager

Maria

### Surgery Hours

Glen Forrest Medical Centre's phones are answered from 8.15am Monday – Saturday.  
Our doors open from 8.00am on Monday to Friday and 8.30am on Saturday.

A Doctor is (generally) on site from 9.00am – 6.00pm Monday -Thursday,  
9.00am – 5.00pm Friday and 8.30am – 11.30 Saturday

### Services offered

- Chronic disease management and mental health care plans
- Home assessments for patients over 75 years of age
- Well Women's checks
- Men's health checks
- Immunisations
- Minor surgical procedures
- Medicals, including aviation medicals
- Comprehensive Diabetes Management
- Travel Medicine consultations and vaccinations

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#### DR. F.S KOTAI

MB BS (WA) DA

#### DR. T. LAW

MBBS FRACGP MPH&TM DRANZCOG DCH

#### DR. J.BUCHANAN

MBBS FRACGP FARGP DCH Grad Dip FM

#### DR. G. HANLY

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#### DR M DAYKIN

MB ChB(UK) MRCGP (UK) FRACGP

#### DR A HARRISS

MBBS FRACGP

#### DR S BRENNAN

BSc (Hon) PhD MBBS DCH FRACGP

## Appointments

Glen Forrest Medical Centre is run by appointments. Urgent medical problems are always seen on the same day. Our phones are answered from 8.15am.

We encourage patients, when making appointments, to consider if a longer appointment is required and recommend longer appointments for the following:

- Management of more than one problem
- Men's/women's checks
- Pap smears
- Care Plans
- Travel advice
- Medicals

*(check out our guide on our website [www.gfmc.com.au](http://www.gfmc.com.au) under bookings and billings for more information)*

We also offer online booking of standard (15 minute) appointments through HotDoc. Please see attached information on how to register or ask one of our receptionists for more information.

## Missed Appointments

If you miss an appointment and fail to advise us at least 2 hours beforehand you will be charged a Failure to Attend fee of \$30.00 or a long appointment \$50.00. This fee applies to everyone and cannot be claimed back at Medicare.

We can send an SMS appointment reminder. If you would like to receive an SMS, please update your contact details with reception. ***This is a courtesy service and should not be relied on solely to remind you of your appointment.***

## Billing

We are a private billing Practice. Accounts are rendered after each consultation and a discount is offered for payment at the time. We can claim the rebate from Medicare on your behalf either via Easyclaim where the Medicare rebate is claimed and paid straight back onto your cheque or savings card or Patient Claiming, if Medicare has your bank details. Questions related to fees can be dealt with by the receptionist. If you have difficulty paying your account, please feel free to discuss this matter with your doctor. Dressings and procedures will be privately billed. Your doctor will advise you of the costs at the time of your consultation. We do offer pensioners and children over 12 years a reduced rate. Children 12 years and under are bulk billed.

## Results

We request that you make an appointment for follow up with your doctor for CT scans, MRI, X-ray, mammograms and ultrasounds. For all other results, please phone our nurses, if they are busy our receptionist will take a message. ***Results should not be sent by email as it is not a secure messaging service.***

## Repeat Scripts

Repeat prescriptions will not be issued without a prior consultation. Patients seeking repeat prescriptions must see a doctor. This is to ensure proper management.

## Referrals

A re-referral may be requested by telephone. New referrals require that the patient be seen by the doctor. ***Referrals cannot be back-dated.*** Referrals have a currency of twelve months, please check with your specialist to see if your referral is still current. Your request will be available after 24 hours and a charge of \$25.00 is payable on receipt.

## After Hours

After Hours arrangements are as follows:

GP After Hours Clinic Midland

1300 706 922 - open 6pm to 10pm Mon – Fri  
12pm to 10pm – Sat 10am to 10pm Sun & Pub Hols

GP After Hours Mount Lawley

9370 4200 – open 7pm to 11pm Mon – Fri  
2pm to 10pm Sat 10am to 10pm Sun & Pub Hols

For all EMERGENCIES Please proceed to:

St John of God Midland Hospital

9462 4000

Royal Perth Hospital

9224 2244

Perth Children's Hospital

6456 2222

If an ambulance is required please call 000

If patients are unable to attend the surgery the doctors are able to visit the patient at home. Please telephone the surgery to arrange.

For After Hours emergency medical problems Monday-Saturday, please call 9298 8555 up until 11.00pm for the practice duty doctor.

## Phone calls

Doctors in this practice may be contacted by phone during surgery hours. A message will be taken if the doctor is with another patient.

## Emails

The Practice has a **no email policy**. Emails are not the preferred method of communication. Only non-urgent matters should be sent via email. Emails are sent to the Practice Manager who will then forward the email to the Doctor. ***Medical information should not be sent by email as it is not a secure messaging service.***

## Interpreter Services

To arrange, please advise reception that you require interpreter services or require AUSLAN interpreting services.

## Privacy

Your medical record is a confidential document. It is the policy of this surgery to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

## Health Information

Where a patient requests that their medical records be sent to another doctor a signed release form must be obtained. The request is passed onto the regular doctor in the Practice for assessment prior to release.

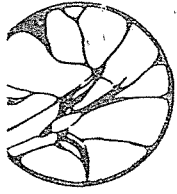
## Ethics

This practice abides by the AMA Code of Ethics at all times. A copy of the code is available upon request.

## Feedback

We welcome feedback and would like to know of any concerns you may have about the care you receive.

Please feel free to talk to the doctor or our Practice Manager. For confidential comments there is a Suggestion Box in our waiting room. However, if you feel there is a matter you wish to take up outside, you can contact the Office of Health Review on GPO Box B61, Perth WA 6838, telephone 9221 3675.



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### Repeat Prescriptions

Medications may be harmful if not prescribed or used appropriately.

As a general statement Glen Forrest Medical Centre will not, for legal and medical reasons, be issuing repeat prescriptions without an appointment for most medications but in particular for:

- Blood pressure
- Heart
- Pain
- Cholesterol
- Diabetes
- Tranquilisers and anti-depressants
- Asthma
- Cortisone
- Antibiotics
- Prescriptions requiring an Authority application.

If a Doctor is available the patient will be given an appointment to attend the Doctor on the day requested. The appointment will be for a prescription only.

The cost of the consultation to discuss the requested medication will depend on the time taken by the Doctor to discuss the medication and print a prescription for the medication and is at the discretion of the Doctor.

If a Doctor is **NOT** available the request will be given to the Doctor. The patient must provide the name and dosage of the medication/s required. The Doctor, on reviewing the patient's notes and the prescription request, **MAY** issue a prescription without an appointment, but generally the Doctor will ask the patient to attend for a consultation.

The cost of a prescription without a consultation is \$20.00 and will be actioned within 24 to 48 hours.

**DR. C.J. BROUN**  
MBBS (WA) FRACGP

**DR. F.S KOTAI**  
MBBS (WA)

**DR. E. WYSOCKI**  
MBBS (WA)

**DR. C. McGRATH**  
MBBS (WA) FRACGP

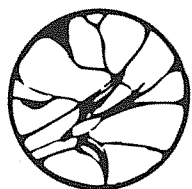
**DR.M. JONES**  
MB., CH.B., D.(Obst.) R.C.O.G.

**DR. T. LAW**  
MBBS (WA) FRACGP

**DR. J.BUCHANAN**  
MBBS (WA)

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## STANDARD CONSULTATION

Our Fee if paid on the day	Medicare Rebate	Out of pocket expense
\$83.00	\$37.60	\$45.40
Not paid on the day \$88.00	\$37.60	\$50.40

## STANDARD CONSULTATION FOR PENSION CARDHOLDER OR CHILD 12 and OVER

Our Fee if paid on the day	Medicare Rebate	Out of pocket expense
\$62.00	\$37.60	\$24.40
Not paid on the day \$67.00	\$37.60	\$29.40

## LONG CONSULTATION

Our Fee if paid on the day	Medicare Rebate	Out of pocket expense
\$158.00	\$72.80	\$85.20
Not paid on the day \$163.00	\$72.80	\$90.20

## LONG CONSULTATION FOR PENSION CARDHOLDER OR CHILD 12 and OVER

Our Fee if paid on the day	Medicare Rebate	Out of pocket expense
\$100.00	\$72.80	\$27.20
Not paid on the day \$105.00	\$72.80	\$32.20

## COST OF PROCEDURES *example* Item 31367

eg. Removal of skin cancer (BCC) 15 to 30 mm from the back

Our Fee	Medicare Rebate	Out of pocket expense
\$268.00 + \$15 to \$30 (Theatre Fee/Dressings)	\$181.60	\$86.40 + \$15 to \$30

## COST OF PROCEDURES *example* Item 31367 PENSION CARDHOLDER

eg. Removal of skin cancer (BCC) less than 10mm from the back

Our Fee	Medicare Rebate	Out of pocket expense
\$225.00 + \$15 to \$30 (Theatre Fee/Dressings)	\$181.60	\$43.40 + \$15 to \$30

### The following visits will be bulk billed:

Children 12 and under  
VETS Patients  
Flu vaccinations only  
INR

Doctors can vary their fees according to an individual's circumstances. Please discuss this with the Doctor.

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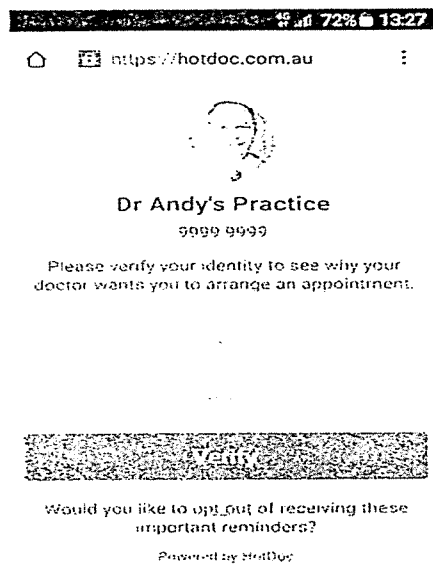
At Glen Forrest Medical Centre we are now using a secure electronic recall and reminder service so we can notify you of upcoming due appointments and procedures. This system allows you to easily book your appointments by phone or online where applicable.

You will receive an SMS: If you do not have a smart phone or unable to open the link, please call 9298 8555 and discuss with a receptionist.

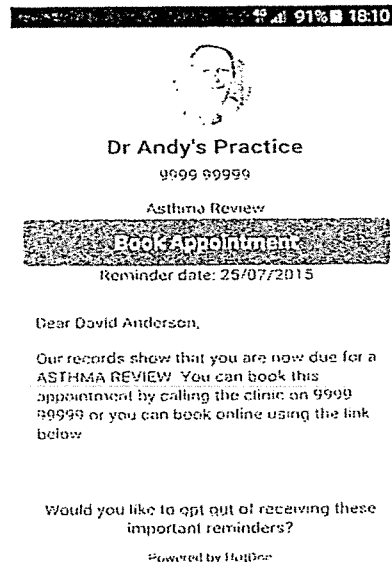
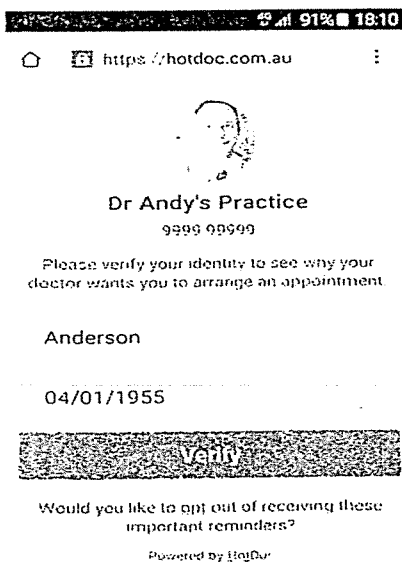
Thursday, 17 December 2015

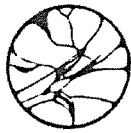
Hi Demo, our records show that you are due to book at Andy's Practice. Please follow <http://htd.io/vw714> for details  
SMS 10:21

Press the link which will take you to the identity verification page.



Once you have correctly entered your surname and DOB, the nature of the recall will be revealed. Depending on the nature of the recall you will then have the option of either booking an appointment online or phoning for an appointment or collecting forms from reception.





## Email and SMS Policy

### **Emails are not our preferred method of communication.**

Our patients are given the option of being contacted by SMS for appointment reminders and health messages and will be asked to provide signed consent to agree or disagree to be communicated with in this manner.

It is acknowledged by the practice that consent is implied if the patient initiates electronic communication with the practice.

Reception staff will check that each patient has this information on their record on arrival to the practice, along with the verification of their name, date of birth and address.

The signed consent will be scanned and recorded in the patient electronic record and their response recorded on the practice software.

The practice may use this mode of communication:

- to send reminders for a scheduled appointment.
- when the patient needs to make an appointment to review a test result.
- as a reminder "Health Message" that a generic preventative screening test (for example, flu vaccine, skin-check, cervical screening) is due.

Please note that the practice:

- cannot guarantee confidentiality of information transferred via email.
- will comply with the Australian Privacy Principles and the Privacy Act 1988.
- communications will not contain sensitive information, due to the risk of confidential information being accessed inadvertently or intentionally by a third party.
- communications will not contain results that only the general practitioner should be divulging in a follow-up appointment, ie abnormal results, education concerning a new diagnosis, etc
- communication will not entail promotion of any product and/or preventative health care (as some patients can interpret this as an advertisement)

Please note that:

- emails are not our preferred method of communication.
- emails will be acknowledged within 48 hours and is included in the automatic email response.
- patients should not use email to contact the practice in an emergency and is included in the automatic email response.

Our practice email account for patients and stakeholders for non-urgent communication with our practice is [mariac@gfmc.com.au](mailto:mariac@gfmc.com.au)

This email account will be routinely checked throughout the business day by the Practice Manager;

- at the start of business
- midday
- one hour before end of business

The email message will be forwarded to the appropriate team member for response. Communication conducted with a patient via electronic means will be added to the patient's medical record by the team member resolving the enquiry.

When recalling a patient for a test result, the extent to which patients are followed up will depend on the level of urgency and the clinical significance of their test results. If the patient has not responded to the phone call or SMS within one to four weeks then a registered letter may be considered.

Email and SMS between the practice and the patient will form part of the medical record and need to be included, as must any actions taken in response to the message.