



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)
Dr Sarah Colby MBBS(Hons), DRANZCOG

Nurses

Sinead, Karen, Cheryl, Fiona, Roz, and Halina

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

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
MBBS (WA) FRACGP

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 under bookings and billings for more information)

We also offer online bookings, either a standard (15 minute) appointment or long appointment (30 minutes), through HotDoc. For appointments that require a Nurse, please phone the Surgery on 9298 8555. 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 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
Royal Perth Hospital
Perth Children's Hospital

9462 4000
9224 2244
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-Friday, 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, contact the Health and Disabilities Services Complaints Office on GPO Box B61, Perth WA 6838, telephone 6551 7600.

Patient Consent For Practice Communications

The purpose of this form is to inform you as to the use and disclosure of your personal information (including health information) in regards to our reminders and notifications systems within our practice.

Glen Forrest Medical Centre is committed to providing our patients with quality health care. As part of our commitment, we have implemented technology solutions to enable communications with our patients via SMS.

In keeping with our obligations under Privacy Act 1988 (Cth) and Australian Privacy Principles and under State and Territory health records legislation, we wish to inform you of the purposes for which we may use your personal information and how we may use and disclose your personal information (including health information). Please refer to our privacy policy or privacy statement www.gfmc.com.au/privacy-policy/ for more information generally on the management of personal information (including health information) by this general practice.

In addition to other communications we may send you from time to time, we may send you the following types of communications:

- 1. **appointment reminders** – notifications to you to remind you of upcoming appointment dates with the practice as well as allowing you to confirm your appointment;*
- 2. **clinical reminders** - notifications to you to remind you to contact the practice to arrange appointments for regular clinical check-ups, medical procedures, immunisations due;*
- 3. **clinical communications** - communications to you about your clinical care at the practice such as returned pathology results or clinical messages from the medical practitioner; and*
- 4. **health awareness** – communications to you in relation to general health care information and health care services provided by this general practice including notification about changes to our clinic opening hours, and information about health care services provided by this general practice.*

As part of the provision of health care services to you, we will send you appointment reminders, clinical reminders and clinical communications from time to time. We may also send you health awareness information if you have consented to receive such communications below. We may use third party service providers (which may be located outside of this State or Territory) and disclose your personal information (including health information) to them, to assist us in sending you the above communications.

To the extent practicable, we will send you communications via your preferred contact method indicated below. However, you acknowledge that we may contact you using any of your contact details that you may provide to us from time to time as we consider appropriate.