



# 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 Sarah Colby MBBS(Hons), DRANZCOG  
Dr Claire BA/LLB, MBBS, FRACGP  
Dr Pia Schelfhout BA, MD, FRACGP, CertWH  
Dr Jessica Pattrick GP Registrar

### Nurses

Anna (health assessments), Annie, Brooke, Sarah, Kammy, Jane and Kate

### Receptionists

Virginia, Kirsten, Julie, Stephanie, Tanika, Monique, Kate, Siobhan and Sybil

### Practice Manager

Maria

### Surgery Hours

Glen Forrest Medical Centre's phones are answered from 8.15am Monday – Saturday. Telephones are *unattended* between 12.30pm – 1.30pm and one hour prior to closing. Our doors open from 8.00am on Monday to Friday and 8.30am on Saturday.

A Doctor is (generally) on site from 8.00am – 6.00pm Monday -Thursday, 8.00am – 5.00pm Friday and 8.30am – 11.30am 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

## 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 bookings through HotDoc. For appointments that require a Nurse, please phone the Surgery on 9298 8555.

## 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 \$39.50 or a long appointment \$62.00. This fee applies to everyone and cannot be claimed back at Medicare.

We can send an automated 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.

All appointments during Saturday morning clinics are privately billed inc. children over 2 years old and concession card holders.

## 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 go to your My Health Record through MyGov. ***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 online through HotDoc. 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.

## After Hours

After Hours arrangements are as follows:

Medicare Urgent Care Clinic Mundaring	9463 7600 – open 8am Mon – Fri 9.00am – 7.00pm, Sat, Sun and Public Holidays
Medicare Urgent Care Clinic Midland	9274 2771 – open 8am – 8pm Mon – Fri. 8am – 6pm Sat, Sun and Pub Hols
GP After Hours Mount Lawley	9370 4200 – open 7pm to 11pm Mon – Fri. 2pm to 10pm Sat 10am to 10pm Sun and 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 - 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 authorised 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 HaDSCO – Health and Disability Services Complaints Office: GPO Box B61, Perth WA 6838, Telephone 08 6551 7600 or 1800 813 583.