



PRACTICE INFORMATION SHEET

OPENING HOURS

Monday 8:00am – 5:00pm
Tuesday to Friday 8:30am – 5:00pm
Saturday and Sunday 9:00 am – 1:00 pm

OUR PRACTICE

Parks Centre Family Practice is owned by local WA General Practitioners. We are committed to providing high quality services to our patients and the community. Please feel free to contact us regarding any questions you may have about our doctors or practice.

APPOINTMENTS

To make an appointment please call us on (08) 9720 4600 or go online:

www.parkscentrefamilypractice.com.au

Walk-in Appointments: Monday-Friday 8:30am-5:00pm, Saturday and Sunday 9:00am-1:00pm (depending upon GP availability)

HOME VISITS

Home visits may be provided at the discretion of their regular GP.

AFTER-HOURS CARE

- **Medical Emergencies:** Call **000**
- **Urgent Attention** go to: Bunbury Regional Hospital ED, Busell Highway, Bunbury – (08) 9722 1000 or the Urgent Care Clinic, Shop 82/2 Recreation Dr, Eaton WA 6232 – (08) 9785 6009
- **Urgent Medical Advice:** Health Direct – 1800 022 222

BILLING INFORMATION

Parks Centre Family Practice is a fully bulk billing practice, meaning we bulk bill everyone for all of the eligible services covered by Medicare. We charge a private fee for items not eligible for 100% bulk billing and for those who do not hold a valid medicare card, we charge a private Non-Medicare patient service.

FEES

Appointment Type	Private Fee *Only if no Medicare
Standard Consult (10mins)	\$85.00
Long Consult (20 mins)	\$130.00
Extended Consult (40mins)	\$230.00

All valid medicare card holders must be bulk billed. If a patient does not hold a current medicare card they are billed under “non-medicare patient service” with the consultation type noted. **After-hour fees will be higher*

Cancellations and Non-Attendance: Patients receive two did not attend warnings and on the third non-attendance fees will apply if you do not attend your appointment at the scheduled time or fail to provide at least 2 hours’ notice of your cancellation. Please phone us if you need to cancel your appointment, this will allow us sufficient time to offer the appointment to another patient.

INTERPRETER SERVICES

For Patients who may require a translating service, please advise reception at the time of booking so a telephone interpreter can be arranged.

OUR DOCTORS

- ★ **Doctor Ken Akusoba** – MBBS, MPH, Diploma in HIV MGT
- ★ **Doctor Aftab Lolai** – MBBS, MRCGP, MRCPI, Dip. Diabetes Mellitus
- ★ **Doctor Hajamuhi Kanagasundaram** - MBBS
- ★ **Doctor Johari Mohamed** – MBBS, MRCGP, Master of Community Health



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OUR SERVICES

We are dedicated to providing a comprehensive range of both general and specialist services.
We currently provide the following services, but not limited to:

General	- General Family Medicine – Mental Health – Sexual Health
Women’s Health	- Family Planning – Obstetric Care – Contraception
Skin Check	- Skin Cancer Checks – Skin Cancer Diagnosis & Treatment
Chronic Illness	- Health Assessments – Management Plans – Monitoring
Screening	- Cervical – Blood Pressure - ECG – Spirometry
Minor Surgery	- Wound Care – Cryotherapy – Skin Biopsy/Excision/Grafft – Ingrown Toenail
Other	- Childhood Immunisations – Flu Vaccines – Iron Infusions – On-site Pathology

COMMUNICATION

At Parks Centre Family Practice, all phone calls, emails and faxes are handled by our experienced receptionists. Emails to the practice via info@parkscentrefp.com.au will be attended to within 3 business days. We do not accept requests for scripts, referrals or results via this method. Text (SMS) messages are used for patient appointment reminders, follow-ups, and any health reminders. Please inform one of the receptionists if you wish to opt-out of receiving SMS reminders.

FOLLOW UP OF TESTS AND RESULTS

Our Practice uses several secure electronic messaging systems to receive test results and specialist letters. The doctors check the results and make a comment regarding follow up appointments. It is our practice Policy to recall patients with any abnormal or significant test results or report. Our procedure is as follows: Urgent: Abnormal or Significant Result. Your GP or the practice nurse will contact you directly by phone. Non-Urgent: Result which needs to be discussed by your GP, but not medically Urgent. Our automated recall system will send you an SMS requesting you to make an appointment (next available). No Action: Normal results not requiring a follow up appointment. Automated SMS advising of no action.

****Our reception staff are not qualified to provide medical advice or comment on any test results received.***

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PRIVACY AND DATA PROTECTION

Our practice has strict guidelines on the collection, storage, use and disclosure of personal health information. Our practice complies with the Privacy Act 1988. The contents of a patients file will not be divulged without your explicit consent or where required by law or for emergency medical treatment. Our full Privacy Policy is available upon request at reception and on our practice website.

FEEDBACK OR COMPLAINTS

If you wish to provide any feedback or complaints, please do not hesitate to contact the staff at Parks Centre Family Practice. You can also provide feedback or complaints via email to: manager@parkscentrefp.com.au If you feel you need to discuss your concerns outside of this practice, you may contact: The Health & Disability Services Complaints Office at GPO Box B61, Perth 6838 Telephone: (08) 9323 0600 Fax: (08) 9221 3675 www.hadsco.wa.gov.au

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