

# Practice Information Sheet



12/61 Makybe Drive, Baldivis WA 6171  
Phone: 6424 9888 Fax: 6424 8193  
Email: [reception@baldivisdoctors.com.au](mailto:reception@baldivisdoctors.com.au)



[www.baldivisdoctors.com.au](http://www.baldivisdoctors.com.au)

## Opening Hours

Monday – Friday: 8am – 6pm  
Saturday: 10am – 4pm

### Our Doctors

Dr Eileen Bristol  
Dr Lin Khine  
Dr Zahra Maghami

### Practice Reception

Anna, Cassie, Kerenza, Naomi & Lauren

### Nursing Staff

Laura

### Manager

Joanne

### After Hours Appointments:

Aubin Grove Medical Centre After hours Clinic -  
9499 4099

Kwinana Medical Centre – 9419 2044

or

Dial-a-doc - 1300 030 030

### Online Appointments

Visit our website: [www.baldivisdoctors.com.au](http://www.baldivisdoctors.com.au)  
to make your next appointment online!

To book an appointment, please call our practice or book online via our website. Same day appointments are available. Please request your preferred G.P. and we will endeavour to provide an appointment. Please advise reception at time of booking if you require a longer consultation (exceeding 10 minutes.)

Please let reception know if your appointment is urgent or you have chest pains or shortness of breath.

Appointments for results for X-rays/blood tests will require an appointment.

Doctors generally do not take phone calls whilst consulting, if you have an urgent query please advise the receptionist and a message will be passed on to the Doctor or the nurse may follow up and assist if necessary.

### Our Services:

Men's, Women's & Children's health  
Skin Checks  
Immunisations  
Mental Health  
Driver's license medicals  
Worker's compensation/Medicals

We are a bulk billing practice; we do require your current Medicare care number. If you are not registered with Medicare you will be charged the standard consult fee of \$60.00-\$100 depending on consult length. This is payable after the consultation on the same day.

Please note that all medicals are privately billed as they are not covered by Medicare. The fees for medicals range from \$70-\$100 depending on the type of medical. Our reception staff will advise you of the cost when booking your appointment.

Home visits may be available at the doctor's discretion. Please ask at reception for details.

Your medical records are a confidential document. It is the policy of this surgery to maintain security of personal information at all times and to ensure that this information is only accessible to authorised members of staff. Your medical records remain the property of "Baldivis Doctors" if you transfer to another surgery relevant copies can be made and will be posted to the other surgery. A signed written consent is required for this action. Baldivis Doctors adheres to the National Privacy Principles Act and the Health Records and Information Act. A copy of this information can be obtained from our Practice Manager.

We encourage patients to provide us with feedback. If you wish to provide us with feedback please send written notification addressed to the Practice Manager.







### Results Policy

Results will not be given out over the phone due to patient confidentiality. You may ring the practice to check that your results have been received and then make an appointment with your Doctor.

### Non Urgent Results

Practice staff will contact you via the phone if the Doctor has advised that you need to be seen for a non urgent appointment.

### Urgent Results

Your Doctor or practice staff will contact you immediately by phone to advise you to make an appointment to see the doctor. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.

### Reminders and Recalls

Baldivis Doctors has a computer reminder system in place and is available to provide systematic healthcare reminders for Health Assessments, Care Plans, Vaccinations, Pap Smears and other matters considered to be important to patient care and prevention. If you do not wish to receive reminders please advise Reception.

### Disabilities

It is practice policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff that will be very willing to assist.

### Patient Rights and Feedback

We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services provided to you or if you feel your rights are not supported, we would appreciate your feedback. Your doctor, the Practice Manager or the Receptionists on duty are available to discuss any problems that you may have.

Should you wish to take any complaints further you can contact, Health and Disability Services Complaints Office on 1800 813 583.

### Smoking Policy

This practice has a no smoking policy.

### Accreditation

Baldivis Doctors is currently undergoing accreditation with AGPAL; we will achieve accreditation by demonstrating the following:

- Respect for the rights and needs of our patients.
- Commitment to improved patient outcomes.
- Efficient practice systems, including electronic health records.
- An enhanced patient environment.
- Enhances communication between patients and practice staff.
- Commitment to quality improvement through ongoing education of doctors and staff.

### Aboriginal & Torres Strait Islander "Closing the Gap" program

To allow us to tailor appropriate care and assist with this government health incentive please tell Reception, Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.

