




Phone: 6424 9888

Fax: 6424 8193

12/61 Makeby Drive,

Baldivis WA 6171

E: [reception@baldivisdoctors.com.au](mailto:reception@baldivisdoctors.com.au)

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

Dr Chamila Subasinghe | Dr Hassan Soliman

Monday to Friday 7:00 am to 3:00 pm (*closing hours may vary*) | Closed Weekends and Public Holidays

### After Hours Appointments

Aubin Grove Medical Centre - 9499 4099

Kwinana Medical Centre - 9419 2044

Dial-A-Doctor - 1300 030 030

### Booking Appointments

To make an appointment please call our practice or book online via our website:

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

Same day appointments are available. Please request your preferred GP and we will endeavour to provide an appointment. Please advise at the time of booking if you require a longer consultation (exceeding 10 minutes).

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

To discuss or receive results of your tests (x-rays, blood tests, etc) please make 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 onto the Doctor or nurse who may be able to assist. Alternatively, a Telehealth appointment can be made.

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

### Our Services

Men's, Women's and Children's Health  
Antenatal Care | Skin Checks | Immunisations  
Driver's License Medicals | Mental Health  
Worker's Compensation Claims

We are a Bulk Billing practice, please bring your Medicare Card to your appointment. If you are not registered with Medicare, a consultation fee will be charged and is dependant on the length of the consultation, fees range from \$60 to \$140.

Commercial Driving Medicals and other medicals relating to insurance or Worker's Compensation are privately billed. Fees range from \$80 to \$225. Our reception staff can advise you of costs when making your appointment.

### Privacy and Medical Records

Your medical records are a confidential document. It is the policy of Baldivis Doctors to maintain security of personal information at all times 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 with your signed and written consent. 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 reception staff.




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### Results

Due to patient confidentiality, results are only given out by the Doctor. You may ring the practice to check if your results have been received and then make an appointment with your Doctor.

*Non Urgent Results* - Practice staff will contact you via 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 via phone to advise you to make an appointment to see the doctor if any results are urgent. If we cannot contact you after 3 attempts we will call your Emergency Contact or Next of Kin.

### Reminders

Baldivis Doctors has a computer reminder system in place to provide systematic reminders for Health Assessments, Care Plans, Vaccinations, Cervical Screenings, and other matters considered to important to patient care. You may receive a phone call from our staff when you are due to see the Doctor for routine health checks.

### Disabilities

It is our policy to cater for people with special needs and disabilities. If you experience difficulties accessing our services, please approach our staff, they will be very willing to assist.

### Smoking Policy

This practice has a no smoking policy.

### 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 and the reception staff 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.

### Accreditation

Baldivis Doctors is an AGPAL accredited practice and follows the RACGP standards:

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

### Aboriginal and Torres Strait Islander 'Closing the Gap Program

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

