



West End Medical Centre

West End Medical Centre (WEMC) is a private general practice situated in the heart of Fremantle. The practice consists of one male doctor and two female nurse practitioners, supported by a practice nurse and our reception team. We offer comprehensive medical services, catering for local residents, workers, as well as those referred to us from further afield. Our multidisciplinary team offer a holistic approach to medical and psychological problems whilst providing a range of services. Here at West End Medical we specialise in, but are not limited to men's and women's sexual health, mental health, travel medicine and skin checks. We will always endeavor to fit in "walk in" patients where possible and our treatment room is fully equipped for attending to minor injuries.

PRACTICE OPENING HOURS

Monday: 8:30am – 4:00pm

Tuesday: 8:30am – 4:00pm

Wednesday: 8:30am – 4:00pm

Thursday: 8:30am – 5:00pm

Friday: 8.30am – 4:00pm

Saturday, Sunday & Public Holidays: CLOSED

PRACTICE ADDRESS AND CONTACT DETAILS

2 Bannister Street, Fremantle WA 6160

Phone: 9430 4300 | Fax: 9433 1430

Email: reception@westendmed.com.au

Website: www.westendmed.com.au

ABOUT THE TEAM

West End Medical has an experienced team of health care providers who are experienced and well equipped to provide a high level of clinical and compassionate care.

Our General Practitioners:

- Dr Stephen Adams, *MA., MBBS., DRCOG., DCH., MRCGP*
Special interests include sexual health, hormonal problems, family planning, and relationship counselling.

Nurse Practitioners/Clinical Sexologist

- Melissa Hadley Barrett, *MSN., BSc., GradDipDiabEd., Pgrad Dip Midwifery., Pgrad Dip Sexology*

Special interests include sexuality, wound care, child health and wellness

Nurse Practitioners:

- Kate Ternahan, *MSN., BSc*

Special interests include acute and chronic pain management, post-operative rehab and Women's health

OUR SERVICES INCLUDE:

- Skin Cancer Screening and Management
- Paediatrics
- Blood Pressure Management
- Immunisations
- STI Screening
- Minor Injuries
- Sexual Problems
- Pre-Employment Medicals
- Work Cover
- Travel Medicine
- Men's Health
- Women's Health
- Counselling
- Occupational Health
- Electrocardiographs (ECG) and Spirometry (breathing)
- Medical Examinations
- Preventative Medicine
- Family Planning
- Medical Examinations
- Thermaviva treatments

PARKING

Our practice is centrally located and can be accessed by car or public transport. Being in the heart of Fremantle street parking is required, either on Bannister Street itself or the surrounding streets (Pakenham has many). If you don't feel like driving we are a short 400m walk from the Fremantle train station and close to various bus routes.

AFTER HOURS/HOME VISITS

If after hours care is needed, West End Medical would recommend patients to use one of the following providers:

- **WADMS** – doctor home visits after-hours (24 hours a day) – (08) 9321 9133
- **Health Direct GP Helpline** – 1800 022 222

For emergencies, dial 000

The closest hospitals to West End Medical Centre are as follows:

- Fremantle Hospital | 9431 3333
- St John of God Murdoch Hospital | 9438 9000
- Fiona Stanley Hospital | (08) 6152 2222
- Bethesda Hospital | 9340 6300

APPOINTMENTS

Appointments can be made either by calling 9430 4300 or online at www.hotdoc.com.au by searching for our practice 'West End Medical Centre' or one of our doctors names to see their availability.

Please make a separate appointment for each person requiring a consultation, regardless of if you are seeing the same doctor at the same time.

If you are unable to make an appointment, please either cancel online (if originally booked that way) or call 9430 4300 so that it can be offered to another patient.

If you, or the person visiting the doctor, requires an interpreter service, please advise at time of booking and we can arrange this for you. Please see the Interpreter Services section below for more information.

While doctors try to avoid running late, complex medical problems, interruptions or unforeseen medical emergencies may cause unavoidable delays. We recognise your time is important and apologise for any delays and inconvenience caused.

Appointment Length

If you have a number of issues to discuss with the doctor or require a longer appointment, please advise reception at time of booking.

Standard Consultation (15 minutes):

- 1 to 2 uncomplicated issues to discuss
- Dressings
- Referrals

- Repeat prescriptions
- Test results

Long Consultation (between 20 to 40 minutes):

- If you require a longer appointment
- 2 or more issues to discuss
- Regular health checks
- Counselling

FEES AND BILLING ARRANGEMENTS

As we are a private billing practice, the treating doctor determines the consultation fee based on the complexity of your consultation and whether extra services have been provided. It is not a general rule that patients will be bulk billed, however students and health care holders who can provide their health care card or student ID card will be bulk billed.

Overseas students with BUPA can access direct payment from their insurer. For your convenience we accept cash, cheque, eftpos and credit cards. (No Diners or American Express). Below is a basic guide of fees.

Doctor

SERVICE	FEE	MEDICATE REBATE	GAP
Short consult (less than 10 mins)	\$47.50	\$17.50	\$30.00
Standard consult (between 10 to 20 mins)	\$90.00	\$38.20	\$51.80
Long consult (between 20 to 40 mins)	\$155.00	\$73.95	\$81.05
Extended consult (over 40 mins)	\$210.00	\$108.85	\$101.15

Nurse Practitioner

SERVICE	FEE	MEDICATE REBATE	GAP
Short consult (less than 10 mins)	\$55	\$18.15	\$36.85
Standard consult (between 10 to 20 mins)	\$80.00	\$34.35	\$36.85
Long consult (between 20 to 40 mins)	\$110.00	\$50.60	\$59.40

WORKERS COMPENSATION/CAR ACCIDENTS

If you have sustained an injury at work or in a car accident, you will be responsible for paying your account in full. WEM will bill the workplace or insurer direct only if a claim number is provided and liability has been accepted. Any shortfall in moneys received will however remain the responsibility of the patient along with any administrative costs, account keeping fees or debt collection fees.

PATHOLOGY

Western Diagnostic Pathology is our onsite pathology provider and is a leading provider of diagnostic testing. They perform tests that enable the treating doctor to prevent illness, diagnose disease, guide treatment pathways, monitor disease progression and eventually to confirm patient recovery.

COMMUNICATION POLICY

For general enquiries, please phone our reception staff who will provide the best possible service for you. Urgent matters will be directed accordingly. Email communication is discouraged due to it not being a secure form of communication so any medical information is best discussed with reception or with your doctor.

RESULTS

If your result is normal, please be aware that you will not be contacted. If your result is not classified as 'normal', you will be contacted by the nurse via phone call/sms and mail if unable to contact through the first measures. The nurse will advise if you are required to make an appointment with the doctor to discuss your results.

Our nurse is unable to discuss results over the phone that the doctor has marked to discuss with the doctor specifically and a follow up appointment is required. Results will not be given to a third party. We cannot email results to you but if you require a copy you can arrange to pick one up once your doctor has checked them and approved this. Please note that a fee may be charged for this.

MANAGEMENT OF PATIENT HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal

health information at all times and to ensure that this information is only available to authorised members of staff. Our Privacy Policy is located in our patient registration form file at the reception desk. If changing practices, to obtain your medical record, you would need to fill out a transfer of notes form at your new practice who will then send to us, and the medical record will be sent directly to the practice.

REMINDER SYSTEM

Please advise us if your contact details, such as phone number or address, change as WEM is committed to preventative care and may send you a reminder notice if you are due to make an appointment based on our records. If you no longer attend WEM, please advise our reception staff so that you can be made inactive on our database.

We use an automated reminder system, and you may receive an email, letter, phone call, or a text message as an alert for an upcoming or follow-up appointment. Our text message reminders are an opt-in service and you may withdraw your consent at any time by advising the reception staff.

If your condition is serious and we are unable to contact you via the above methods, you may receive reminders from state and national registers.

PATIENT CONSENT AND PRIVACY

West End Medical Centre collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose and treat illnesses and medical conditions, ensuring we are proactive in your health care. To enable ongoing care, and in keeping with the *Privacy Act 1988* and *Australian Privacy Principles*, we wish to provide you with sufficient information on how your personal information may be used or disclosed and record your consent or restrictions to this consent. Please read our West End Medical Consent and Privacy policy available at reception.

PATIENT FEEDBACK

WEM respects the fundamental rights of patients to have an accessible and confidential avenue for providing positive or negative feedback about WEM and the services provided. Patients are encouraged to be open and are able to feel free to discuss all health issues and proposed treatments without fear. Suggestions from you to improve the services offered by our practice are welcomed. We encourage you to fill in a suggestion or complaints form located in the waiting room or via email to reception@wstendmed.com.au and this will be actioned accordingly.

Should there be any problems with the practice that you wish to pursue externally, the appropriate agency is the Health and Disability Services Complaints Office of WA and can be contacted by phone on (08) 9329 0600 or alternatively by email to mail@hadsco.wa.gov.au.

INTERPRETER SERVICES

WPMC encourages patients to use the below free translating and interpreting service which is available 24 hours a day, every day of the year, by calling 131 450. More information is available at www.tisnational.gov.au.

If you require an interpreter for a patient that is deaf and uses Australian sign language (AUSLAN), please visit www.nabs.org.au to book an interpreter or advise WPMC reception prior to your appointment. This service is free.

ACCESS AND ACCESSIBILITY

Our practice can be accessed via our entrance at 2 Bannister Street and is wheelchair accessible. Please call reception to advise of any special requirements prior to your appointment.

IMMUNISATIONS, INJECTIONS, VACCINATIONS

If you require one of the above, please advise us when booking your appointment. If you require vaccinations prior to travelling, please make an appointment at least 6 weeks prior to your departure. The doctor can recommend what vaccinations are required during a consultation.

HEALTH ASSESSMENTS

WEM provides a number of preventative health services and medical assessments in accordance to our patient's needs. A health assessment can help patients to maintain good health and prevent future ill health. Health assessments that are provided by WEM include the following:

- Over 75's Health Check
- People aged 45 to 49 years who are at risk of developing chronic disease
- Health Assessments for Aboriginal and Torres Strait Islander People
- Intellectual Disability
- People aged 40 to 49 with a high risk of developing type 2 diabetes

- Health Assessment for Former Australian Defence Force (ADF) Personnel
- Department of Veteran's Affairs