

Health Information Management

The Privacy Amendment Act, 2014, requires medical practitioners to obtain consent from their patients to collect, use and disclose information. Every patient (or parent/guardian) attending the practice is provided with a copy of our Privacy Policy and asked to sign consent with their doctor. Consent is voluntary and may be revoked if desired. You can obtain a copy of the Privacy Act from our website www.lockridgegp.com

People With A Disability

There is a lift in the main entrance, chair lift and special ACROD parking bays. A special toilet and height adjustable examination beds are available. Should you have any other needs, please discuss them with the receptionist or your doctor.

Teaching

This practice is committed to the training of future doctors, and you may find a medical student or another doctor sitting in with your doctor during your consultation. You will be asked if it is OK to have a student, or another doctor, sitting in on your consultation. The choice is yours the confidentiality of your medical history is assured at all times.

My Medicare

My Medicare is a new voluntary patient registration program designed to strengthen the relationship between patients, their doctor, the general practice and primary care teams. Learn more about who is eligible, the benefits of My Medicare and how to register as a patient by clicking on the link <https://www.health.gov.au/our-work/mymedicare/patients>

Patient Feedback

It is important for us to know what you think and how you feel about the service we deliver. If you are unhappy with any aspect of the care you receive, please tell us. You can either speak to your doctor, our management team or leave your assessment in the suggestion box located in the waiting room or scan the QR code. If you wish. Concerns can also be addressed to: Health and Disability Services Complaints Office, GPO Box B61, Perth WA 6838

Telephone: 08 6551 7600 **TTY:** 08 6551 7640
Freecall: 1800 813 583 **Website:** www.hadsco.wa.gov.au
Fax: 08 6551 7630 **Email:** mail@hadsco.wa.gov.au

Opening Hours

Day	Hours
Monday - Friday	8.00am - 6:00pm
Saturday	8.30am – 1:00pm (8.30am – 4.00pm Every Fortnightly)
Sunday	9.30am – 4.30pm

URGENT MEDICAL PROBLEMS WILL BE DEALT WITH PROMPTLY PLEASE LET OUR RECEPTIONIST KNOW

After Hours Locum Doctor: **9321 9133**

Urgent Care Clinic

Rudloc Road Medical & Dental Centre **6188 5555**
St John Urgent Care Midland **9260 5600**

In an Emergency go to

SJOG Midland Public Hospital Emergency Department

Phone: **9462 4000**

In a Life-Threatening Emergency

(eg chest pain) ring for an ambulance. **Phone: "000"**

Ambulance transport is not free



Lockridge Medical Centre

Level 1, 64 Aussat Drive, KIARA WA 6054

Phone: (08) 6278 2555

Fax: (08) 9377 3871

lockridgegp.com

Follow us on Facebook and Instagram.



Lockridge Medical Centre

Building a Healthier Community

The Lockridge Medical Centre is committed to the provision of quality medical care to the community of Lockridge and surrounding suburbs. Established in 1978, the practice doctors and patients have contributed to the training of a generation of medical students and postgraduate doctors. As a teaching practice, we work hard to maintain a high standard of care.

Lockridge Medical Centre is a smoke free practice.

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Communicating With Us

It is best to discuss things with your doctor at an appointment. This enables the doctor to fully concentrate on your concerns. In some circumstances doctors will take phone calls relating to your health or your family's health, but not while they are seeing another patient. The doctor will usually call you back after they have finished their current consulting session. In limited circumstances patients are able to email the practice.

SMS Service

Lockridge Medical Centre utilises an SMS text messaging service to remind patients of upcoming appointments. Please be aware that while this service is a helpful reminder, it is still recommended that you remain responsible for keeping track of your appointments, as SMS messages may not always be successfully delivered.

Reminder Policy

Lockridge Medical Centre is committed to preventive health care as a key element of quality general practice. The practice sends patients reminders via SMS, offering a range of preventive health services. Patients are to let reception know if they do not wish to be part of the reminder system. In some cases, the reminders will be generated by other organisations e.g. the government pap smear register.

Emergency Contact Number

No one knows what is around the corner but we do know that it is wise to be prepared. Have you advised Lockridge Medical Centre of any changes to your emergency contact number and next of kin details. For assistance, please ask one of our receptionists.

Making An Appointment

To make an appointment book with us through HOTDOC. Alternatively visit our website www.lockridgegp.com or call the centre on (08)6278 2555.

Most appointments range between 10 to 15 minutes, please let reception know if you think you may need longer. Remember, if you cannot attend your appointment, please phone and let us know as a non-attendance fee will be charged.

Our Team

All the doctors in the practice have satisfied the training requirements of the Royal Australian College of General Practitioners and are either on the Vocational Register of General Practitioners, or in the process of gaining their Vocational Registration. We are committed to providing high quality general practice and are involved in continuing professional development. Visit our website to meet our team of practitioners and learn more about their individual area of interests and billings.

Allied Health

The practice offers our patient with access to a variety of Allied Health services inside our clinic. We offer the following services; Physiotherapy, Diabetes Education, Dietitian, Psychology, Skin Clinic as well as a Nurse Practitioner.

Nurses

The practice employs nurses to assist in your care. The nursing team is coordinated by Germaine and our nurses have many years of experience in a variety of health areas.

Administration Team

Our friendly and welcoming administration team plays a key role in assisting our practice to run efficiently and are here to help you with any enquires.

Special Services

Our doctors have a broad range of experience in general practice. In addition to general consulting, many special services are available. These include but not limited to:

Diabetic Health Care	Women's Health Care
Men's Health Care	Pre-pregnancy counselling
Skin checks	Antenatal
Nutritional medicine	Medical examinations
Counselling	Palliative care
Minor surgery	Care of the Elderly

Your Results

Test results are best obtained during a follow up consultation. Please note our reception team cannot discuss or interpret your results, if you require more information regarding your results you will need to make an appointment.

Home Visits

Lockridge Medical Centre does provide home and nursing home visits for regular patients, who live in the surrounding suburbs, and are too frail or sick to attend the practice. If requesting a home visit, you will need to organise a Telehealth consultation to speak with a doctor who will help coordinate the home visit requests.

Billing

Lockridge Medical Centre is a private billing practice. However, some of our independent contracting doctors will bulk bill children under 16 years of age and pension card holders

Brief : \$55.00 Standard: \$85.00

Long: \$125.00 Extended: \$173.00

A more comprehensive list of fees can be found on our website. If you have any questions regarding our fees please ask one of our friendly team members.

Cultural Background

Patients are encouraged to advise doctors of their cultural background. Doctors see patients from a wide range of ethnic, cultural and social-economic backgrounds. Social and cultural factors may determine and influence the patient-doctor relationship and health care choices.

Interpreter Services

Lockridge Medical Centre want to ensure all patient have access to healthcare and understand the medical information relating to your health. If you require an interpreter, please ask one of our friendly team members who will help coordinate the request.

Follow us on Facebook and Instagram.

