

PRACTICE INFORMATION SHEET

GPs On Bayview

Address: Level 1/20 Bayview Tce, Claremont WA 6010

Phone: 9217 6000

Email: admin@gpsonbayview.com.au



Consulting Hours:

Monday to Friday 7am – 7pm,

Saturday 8am – 12pm.

Closed on Public Holidays

Practice Doctors:

Dr Tom Mildenhall

MBBS (Hons) (UWA); FRACGP; VGDWH

- Neonatal & child health
- Adult medicine (male & female)
- Chronic disease management
- Travel health
- Implanon insertion
- Skin cancer medicine
- Medicine for seniors

Dr Susie Cann

MBBS (UWA); FRACGP; DCH

- Nutritional medicine
- Neonatal & child health
- Sleeping, feeding & attachment issues
- Developmental disorders
- Adolescent physical & mental wellbeing
- Chronic disease management
- Medicine for seniors

Dr Lucy Rosman

MBBS; FRACGP; DCH

- Women's Health and Antenatal Shared Care
- Implanon insertion
- Child and adolescent health
- Skin checks
- Mental health
- Medicine for Seniors
- Chronic disease management
- Palliative care
- Sexual and Reproductive Health and Wellbeing

Dr Ben Grant

BSc; MND; MBBS (UNDA); UMMO; GCSpMed; FRACGP

- Chronic Disease Management
- Veteran, DVA & Veteran Families Health
- Skin Disease and Travel Health
- Mental Health
- Child, Adolescent & Men's Health
- Clinical & Sports Nutrition
- Dive Medicals (Occupational & Recreational)
- Sports Medicine & Complex Musculoskeletal Injury Management

After hours & emergency:

Our afterhours deputising service is WADMS. WADMS is 24-hour service. Their contact number is 9321 9133.

Practice Doctors:

Dr Jane Gibson

MBBS (UWA); FRACGP; DCH; VGDWH

- Contraception and Family Planning
- Sexual health
- Occupational Medicine
- Skin Disease, Checks and Procedures
- Travel medicine
- Mirena and Implanon insertion and removal
- Women's health
- Neonatal, Child and Adolescent Health

Dr Lisa O'Rourke

MBBS (UWA); FRACGP; DCH

- Travel Medicine
- Mental health
- Child and adolescent health
- Skin checks
- Chronic disease management
- Medicine for Seniors
- Sexual and Reproductive Health and Wellbeing
- Implanon and Mirena Insertion
- Women's Health & Antenatal Shared Care

Practice Nurses (RN)

Luci Wright

Libby Coupe

Lorna McKay

Reception/Administrative Staff:

Chris Swarts-CEO

Jodie Paine: Practice Manager

Medical Receptionists

Rachel Barker

Lana Troncone

Caitlin Spence

Danielle Canova

Jessica Watson

Practice Services:

- Standard consultations
- Full skin checks
- Antenatal Care
- Suturing, Skin Lesions
- IUD insertion and removal
- Mirena insertion and removal
- Zolodex implant
- Punch Biopsy
- Iron infusions
- Medicals
- Immunisations

Appointments:

Standard appointments are 15 minutes and can be made by phoning the practice on 08 9217 6000. Emergencies/Urgent appointments will always be given priority so please advise the reception team if you require urgent medical attention.

Appointments can also be booked online via our website: www.gpsonbayview.com.au or through Hot Doc www.hotdoc.com.au or Health Engine www.healthengine.com.au.

Longer Consultations:

Longer consultations times are available, please advise reception if you require extra time when making your appointment or if booking on line please select "long consultation"

Appointments & Procedures that require a longer consultation include:

- IUD insertion and removal
- Iron infusions
- Mental Health consults

Electronic Communication

Email communication with GPs on Bayview is not encrypted and is therefore not a secure way of communicating personal information.

Walk-in Appointments:

Walk-ins will be allocated the first available consultation, which may require some waiting.

If it is an urgent problem, the reception staff will ensure that you are seen by our practice nurse who will assess and triage your situation. A doctor will be made available if the nurse deems it necessary.

If patients require communication services:

Patients who require communication assistance are asked to let reception staff know when making a booking. TIS International – Interpreting Services

Home Visits:

Our practice does not offer home visits; however, our deputising service, WADMS, offers home visits in and after hours.

Please phone our practice nurse 08 9217 6000 to arrange a home visit through this service.

Fees and billing arrangements:

GPs on Bayview is a private billing practice. Fees are payable at the time of consultation. We can process your Medicare claim at the time of payment and your rebate will vary depending on whether you have reached your 'threshold'.

Communication / telephone policy:

Doctors do not generally take phone calls whilst consulting. Please advise the receptionist what your query is about and this information will be passed on to the doctor.

Test Results:

If your doctor has sent you for a test, the practice will contact you either via text message or phone call if the doctor would like to discuss your results with you. Otherwise the doctor will send you a text to confirm that your results were reassuring. Please let reception know if your doctor would like you to make a follow up appointment.

Reminder System:

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding health services appropriate to your health.

Management of patient health information:

Our practice is committed to maintaining the confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our Privacy Policy or visit www.gpsonbayview.com.au

Patient Rights:

Patients have the right, and are encouraged, to participate in decisions about their healthcare.

Engaging with other services & referrals:

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care. We are also co-located with Friendlies Chemist and Clinipath Pathology.

Cancellation & Non-Attendance:

Please provide a minimum of 2 hours notice if you are unable to attend your appointment. If an appointment is missed or reception is not notified, a non-attendance administration charge may apply.

Patient Feedback:

We value our patients' feedback and have found it to be extremely useful to our practice. Please feel free to speak to the doctor, practice manager or receptionist. You may prefer to email us at: admin@gpspbayview.com.au

We will try our best to resolve any issues to obtain the best outcome.

If there is a problem, which you wish to take up outside the practice, we suggest you contact: Health & Disability Services Complaints Office (HaDSCO) GPO Box B61, Perth WA 6838