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| Shop 8, Westfield Whitford City, HILLARYS WA 6025 |
| www.whitfordcityfamilypractice.com.au |
| **T:** (08) 9404 4400 | **E:** info@whitfordcityfamilypractice.com.au | **F:** (08) 9307 1997 |
| **Opening Hours** | **Our Services** |
| **Monday, Thursday, Friday:**7:00AM to 6:00PM**Tuesday & Wednesday**7:00AM to 9.00PM**Saturday & Sunday**9:00AM to 2:00PM**Public Holidays**9.00AM to 2.00PM | * Immunisations
* Health assessments
* Skin cancer checks
* Skin cancer surgeries
* Cosmetics & anti-aging
* Chronic disease management
* Care plans
* Women’s health
* On-site pathology
 | * Contraception & family planning
* Allied health services
* Merina & Implanon insertion / removal
* Sexual health checks
* Antenatal & post-natal care
* Men’s health
* Mental Health
* Travel Medicine
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| **Our Team** |
| **Dr. Erik Beltz**(FRACGP) | **Dr. Rafik Mansour**(FRACGP, DCH, AMC, MBBCH) |  | **Dr. Stuart Downie**(FRACGP) |
| Speaks Dutch and English | Speaks English & Arabic |  | Speaks English |
| **Special interests:*** Women’s Health
* Paediatrics
* Orthopaedics
* Minor Surgery
 | **Special interests:*** Diabetes Mellitus and associated complications
* Paediatric and Children’s Health
* Minor Surgical Procedures
* Emergency Medicine
 |  | **Special interests:*** Skin Excisions
* Musculoskeletal
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| **Dr. Arief Mulyadi**(FRACGP) | **Dr. Maryam Sadeghian**(MBBCh, FRACGP, AMC) |  |
| Speaks English and Indonesian  | Speaks English and Farsi |  |
| **Special interests:*** Musculoskeletal
 | **Special interests:*** Chronic Disease
* Womens Health

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| Xanthe and Mikala are our experienced practice nurses and are available for appointments weekdays.  |
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| **Billing** | **Results** | **Personal Health Information** |
| At Whitford City Family Practice, we **bulk-bill** all patients who hold a valid Medicare card. If a procedure is not covered by Medicare you will be informed prior to your consultation. For all non-Medicare card holders a list of our consultation fees is provided below:**Monday – Friday**Brief Consultation: $35.00Standard Consultation: $70.00Long Consultation: $105.75**Some consultations not covered under Medicare include:*** Driving Medical Assessments
* Pre-Employment Medicals
* Travel Medicine/Consults
* Iron Infusions

Some Dressings and stitches if you have a minor surgery will incur a small fee. | During the appointment, we advise all patients to book an appointment to discuss results. However, our procedures for the recall of results are as follows:**Urgent Results:** The nurse 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. **Non-Urgent Results:** The nurse will contact you via phone to advise you to make an appointment. If there is no answer after 3 attempts, a letter will be sent to you, advising an appointment.If your results are **normal** we do not contact you to advise you of this. You can phone the surgery to check if your results have been received, and may make an appointment to discuss the results, even if they are normal. We **do not** give results over the phone due to patient confidentiality. For **recalls and reminders** we will attempt to call twice, if there is no answer a letter will be sent. Confidential information is not included in these letters.We participate in national, state and territory reminder systems and registers, such as the Australian Childhood Immunisation Register and the National Cervical Screening Program. | Whitford City Family Practice has strict guidelines on confidentiality, patient consent, and consent for a 3rd party to obtain information, transferring of health information and access and security of personal health information.It adheres to the Australian National Privacy Principles Act and the Health Records and Information Act. A copy of this information can be obtained from reception upon request. |
| **Feedback & Complaints** |
| If you have any questions, feedback or complaints please do not hesitate to contact the staff at East Perth Medical CentreYou can also provide feedback, suggestions & complaints via email totmatson@wcfp.com.auIf you are dissatisfied with the service you have received from our practice and do not want to discuss this with us, the following information is for the state health complaint agency: The Health and Disability Services Complaint Office (HaDSCO)GPO Box B61Perth WA 6838Phone: (08) 9323 0600Fax: (08) 9221 3675Country Free Call: 1800 813 583 |
| **Cancellation Fees** |
| Please contact the surgery prior to your appointment if you are unable to attend, failing to do this or not attending your appointment will result in a charge of $37.60 per standard appointment or $75.20 for a long consult. |
| **Appointments & Communication** |
| Same day appointments are available within our opening hours. To book an appointment you can call the surgery, come in and enquire when the next appointment is available or you can book online via our website or Health Engine. Our doctors can provide **home visits** however, the provision of these visits are at the discretion of the treating doctor.**Walk ins:** We do accept walk-in patients. As a walk-in patient you may have to wait an extended period of time due to other patients have already booked appointments and you will be advised of an average wait time if you walk in. We recommend booking an appointment to ensure you are not waiting as long.**For appointments outside of our opening hours you contact the following:****Dial A Doctor on 1300 030 030** who provide bulk-billed home visits after-hoursFor Emergency Medical Attention please contact **000** Immediately.**Phone Communication:** if you need to speak to your doctor over the phone, you will need to leave a message with reception and the doctor may return your call at their discretion. We do not transfer patients calls through to the doctor.**Electronic Communication** is available via email at info@whitfordcityfamilypractice.com.au. Any queries relating to clinical issues or any urgent matters should not be sent through email, you should call the practice directly. Emails will be actioned within 24 hours. |