

OUR SERVICES INCLUDE:

- **General Medical Care**
- **Sexual Health Screening**
- **Antenatal Medical Care**
- **Contraception advice (non judgmental)**
- **Implanon insertion and removal**
- **Vaccinations including**
 - **Childhood and Adult – both routine and catch up vaccinations**
 - **Influenza**
- **Travel Vaccinations and Medical Advice**
- **Pre Employment Medicals**
- **Insurance Medicals**
- **Dive Medicals**
 - **Recreational**
 - **Commercial**
- **Onsite pathology collection service**

APPOINTMENTS

Appointments are strongly encouraged. These are generally available Monday to Friday between 7.30am and 4pm. Appointments can be booked online on www.cbdwest.com.au

Please cancel any appointment you no longer require. Failure to do so will result in a missed appointment fee.

You need to ask our reception staff if you require a longer appointment. Longer consultations attract larger fees.

A separate appointment is required for **each** patient seen.

Remember to arrive 5 minutes before your appointment. You will have a much better chance of being seen on time.

Seriously ill patients are always seen urgently. Our commitment to running on time is important to us, but cannot be guaranteed.

FEES

We do not bulk bill (ie discount) our services.

All payment is required on the day of consultation.

Pensioners, Health Care Card Holders and Children are **not** bulk billed. Veterans Affairs patients should discuss their billing arrangements with reception.

A standard consultation costs \$80.

Most appointments are standard. A full schedule of other fees is available on request.

In addition to consultation fees, we may charge additional fees for procedures performed. These procedures will usually incur a 'consumables fee'. This is to defray the cost of medical supplies and equipment. Medicare does not cover this cost.

Medicare does 'cover' some of the cost of the procedures themselves. Item numbers will be supplied on your receipt. These item numbers enable Medicare cardholders to attract a rebate from Medicare.

We charge a 'gap' on both consultation and procedural items. This gap is currently \$45 on most standard item numbers. Thus a consultation and procedure, performed on the same day, will incur a gap fee of approximately \$90, plus possibly a consumables fee.

Our fully accredited medical practice receives virtually all of its income from the provision of services. That is to say, we charge a fee for each service we provide. Our practice is privately owned and operated. There is no government funding or involvement whatsoever.

Our practice is exposed to the normal costs of running a small business. These include wages pressure, inflation and rising utility prices. Only after these costs are paid, do our owners (Doctors) make an income. Our fees reflect the real cost of doing business and providing a superior service in Western Australia.

Most **Pathology tests** are bulk billed if you have a valid Medicare card. These billings are generated by an unrelated pathology company.

Workers Compensation patients must provide full details, including claim numbers, as soon as possible after their first visit. If your Employer and/or the Insurance Company deny your Workers Compensation claims then you are responsible for any outstanding accounts.

Motor Vehicle Accident patients pay on the day of consultation. You can submit your receipt to the Insurance Commission of WA for reimbursement once your claim is accepted.

RESULTS

It is your responsibility to follow up on your test results.

The on-site pathology lab will email results directly to you if organized at the time of collection but **an appointment will be required for any interpretation.**

Please feel free to phone reception regarding your results during the working day. Hard copies are available at reception. More complex outcomes may need to be discussed with our nursing staff. However, our nurses may not be available at the time of your call. If this occurs, our nursing staff will contact you by phone, when they can.

If your test results are **ABNORMAL** and/or require follow up, you will be asked to make a follow up appointment with your doctor.

These follow up appointments attract a fee, just like any other consultation.

It is NOT possible for us to transmit any results, referrals or scripts electronically at this stage.

PRESCRIPTIONS and REFERRALS

We encourage you to make an appointment with the Doctor for repeat prescriptions and referrals.

Lost referrals and prescriptions are not just a nuisance for you.

We will replace them for you at a cost of \$25.

TELEPHONE MESSAGES

Phone messages, directed to our doctors, will be attended to when they have some free time. This means you may not get a response on the same day.

EMAILS

We much prefer to deal with you in person. Ideally, professional services are provided face to face within our consulting suites. Your emails may not attract a response. This may change as we do have new ideas in development.

AFTER HOURS

After hours medical attention is available by contacting our deputising service (WADMS) on 9321 9133. They will visit your home. WADMS will outline the fees when you phone them. However, if the matter is urgent you should attend your local hospital emergency department or call an ambulance immediately.

VACCINATIONS

Make sure you are up to date with all your vaccinations.

We can provide vaccination advice specific to your travel itinerary.

We are an approved Yellow Fever vaccination centre.

We stock many vaccines including;

- Hepatitis A
- Hepatitis B
- Yellow Fever
- Japanese Encephalitis
- Typhoid
- Tetanus/Diphtheria/Whooping Cough/Polio
- Cholera
- Meningitis
- Rabies
- Influenza (Fluvax)
- Pneumonia
- Chicken pox
- Measles/Mumps/Rubella

Plus

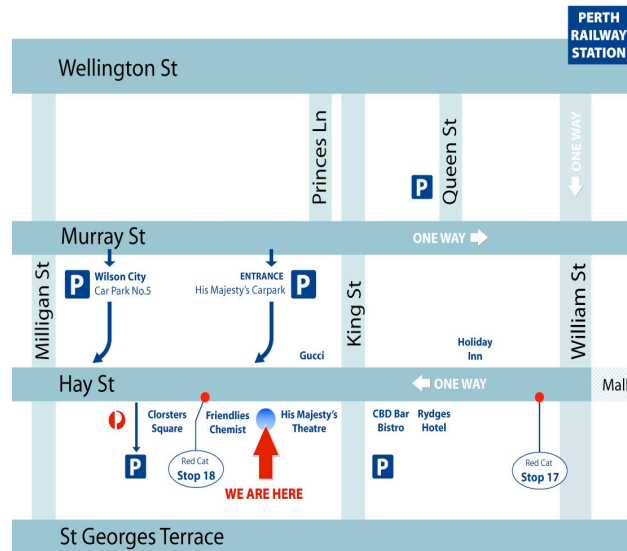
- Antimalarials/Malaria Test Kits
- Travel medicine kits

Benzodiazepines, Opiates and Duromine will NOT be prescribed at CBD West Medical Centre

Your medical record is a confidential document. It is the policy of this 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. If you require copies of your health information or our privacy policy please ask for further information from reception.

Should you wish to make a complaint please do so in writing and direct it to the Practice Manager. Alternatively you can contact HaDSCO (Health & Disability Services Complaints Office)

<http://www.hadscow.gov.au> or Ph 1800 813 583



**Phone 9486 4556 for an appointment
or book on-line at
www.cbdwest.com.au**

**CBD WEST MEDICAL CENTRE
AND
CORPORATE HEALTH
First Floor, 847 Hay St, Perth 6000**

Above Friendlies Chemist, between His Majesty's Theatre & Cloisters Arcade



First Floor (lift available) 847 Hay St Perth 6000

9486 4556

PATIENT INFORMATION

BOOK ONLINE www.cbdwest.com.au

**OPENING HOURS MONDAY to FRIDAY
7.00AM – 5.00PM**

DOCTORS:
Dr MARK KENT
Dr LISA SURMAN
Dr LIZ KERR
Dr MANDY CROFT
Dr SALLY PARTINGTON

MANAGEMENT Graham, Renee, Winnie
RECEPTION Gloria, Jules, Jenny, Donna, Sam
CLINICAL STAFF Jo, Charlotte, Helen,
PATHOLOGY Robby, Jackie

Welcome to our Medical Centre

“CBD West Medical Centre and Corporate Health” is a privately owned and fully accredited medical practice that provides high quality medical services for both individuals and companies. This includes a full suite of General Practice and Corporate services.

CBD West is owned and operated by Doctors working within our Medical Centre.

Traditionally Doctors have a reputation for running late and keeping patients waiting. Given our unique city location and our insight into our patients work demands and subsequent time constraints, we offer an alternative to the traditional medical timekeeping model.

Our Doctors run on time wherever possible. This is not achievable when patients arrive late for their appointments. On time for us, means arriving at least 5 minutes early for your appointment. Indeed, at our Medical Centre, it is not unheard of to be seen ahead of time.