

EAST PERTH MEDICAL CENTRE



168 Adelaide Terrace, East Perth WA 6004

www.eastperthmedicalcentre.com.au

T: (08) 9221 4242

E: reception@eastperthmedicalcentre.com.au

F: (08) 9221 3916

Opening Hours

Monday – Friday:
8:00AM to 5:00PM

Saturday
9:00AM to 2:00PM

Sunday
Closed

Public Holidays
Closed

Our Services

- ✓ 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

Our Team

Dr. Erik Beltz
(FRACGP)

Dr. Rafik Mansour
(FRACGP, DCH, AMC, MBBCH)

Dr. Michael Gendy
(MBBS, FRACGP)

Dr. Vlodek Zawadzki
(MBBS)

Speaks Dutch and English

Speaks English & Arabic

Speaks English, Arabic and Russian

Speaks English, Polish and Russian

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 Cancers
- ✓ Cosmetics

Special interests:

- ✓ Gynaecology
- ✓ Travel Medicine
- ✓ Migraines
- ✓ Diabetes

Dr. Shanti Sakarapani
(MBBS, FRACGP)

Dr. Shakir Nagree
(MBBS, Diploma in Dermatology and Skin Cancers)

Peter Hanna
Chiropractor
(BSc Chiro, B Chiro)

Dianne Mavor
Physiotherapist

Speaks English

Speaks English, Indian and Swahili

Speaks English & Arabic

Speaks English

Special interests:

- ✓ Pre Employment Medicals
- ✓ Women's Health
- ✓ Travel Medicine

Special interests:

- ✓ Skin Cancers
- ✓ Travel Medicine
- ✓ General Medicine

Special interests:

- ✓ Sports Injuries
- ✓ Complex Musculoskeletal Management
- ✓ Prevention

Special interests:

- ✓ Tendonitis
- ✓ Deep Tissue Massage
- ✓ Sciatica

Georgie and Phoebe are our experienced practice nurses and are available for appointments weekdays.

Billing

At East Perth Medical Centre, 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: \$17.20

Standard Consultation: \$88.00

Long Consultation: \$125.00

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.

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.

Results

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.

Personal Health Information

East Perth Medical Centre 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 Centre

You can also provide feedback, suggestions & complaints via email to tmatson@wcfp.com.au

If 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 B61
Perth WA 6838
Phone: (08) 9323 0600
Fax: (08) 9221 3675
Country Free Call: 1800 813 583

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:

WADMS on 9321 9133 who provide bulk-billed home visits after-hours

For 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 reception@eastperthmedicalcentre.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.