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| 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** | **Our Services** |
| **Monday - Friday**8:00am to 5:00pm8.00am-1.00pm Thursdays**Saturday**Closed**Sunday**Closed**Public Holidays**Closed | * Immunisations
* Health assessments
* Skin cancer checks
* Skin cancer surgeries
* Chronic disease
* Telehealth Appointments
* Care plans
* Women’s health
* On-site pathology
* Travel Medicine
 | * Contraception & family planning
* Allied health services
* Merina & Implanon insertion / removal
* Sexual health checks
* Antenatal & post-natal care
* Men’s health
* Mental Health
* Corporate Health
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| **Our Team** |
| **Dr. Erik Beltz**(MBBS, FRACGP) | **Dr. Shanti Sakarapani**(MBBS, FRACGP) |
| Speaks Dutch and English | Speaks English, Tamil |
| **Special interests:*** Women’s Health
* Paediatrics
* Orthopaedics
* Minor Surgery
* Telephone Consults
 | **Special interests:*** Travele Immunisations
* Travel Medicine
* Corporate Medicals
* General Health Checks
* Telephone Consults
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| **Brittney Graham****Chiropractor**(BSc Chiro, B Chiro) |  |
| Speaks English |  |
| ***Special interests:**** *Headaches*
* *Postural Issues*
* *Dry Needling*
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| *Our experienced practice nurse is available for appointments weekdays.* ***Telephone consults are available for eligible patients with both doctors when required. These can be booked via phone with reception at the practice.*** |
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| **Billing** | **Results** | **Personal Health Information** |
| At East Perth Medical Centre, we are a mixed billing practice. We **bulk-bill** all patients who hold a valid concession card and children under 12 years of age. 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: $59.60Standard Consultation: $82.85Long Consultation: $132.90**Some consultations not covered under Medicare include:*** Driving Medical Assessments
* Pre-Employment Medicals
* Travel Medicine/Consults
* Iron Infusions
* Immunisations for Travel

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. | 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 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 $80.00 per standard appointment or $160.00 for a long consult. |
| **Appointments & Communication** |
| Same day appointments are available within our opening hours. To book an appointment you can call the surgery on 9221 4242, come in and enquire when the next appointment is available or you can book online via our website https://www.eastperthmedicalcentre.com.au/ or Hot Doc https://www.hotdoc.com.au/medical-centres/east-perth-WA-6004/east-perth-medical-centre/doctors. Our doctors can provide **home visits** however, the provision of these visits are at the discretion of the treating doctor or when deemed safe to do so.**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:****NIGHT DOCTOR** on 1300 644 483 for mixed billing 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 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. |