



St James Family Medical & St James Specialist

96 Forrest Rd, Hamilton Hill WA 6163

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E: info@stjamesfamilymedical.com.au

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MEDICAL FACILITY INFORMATION SHEET

Open Hours

Monday: 8:30am – 5:30pm

Tuesday: 8:30am – 5:30pm

Wednesday: 8:30am – 5:00pm

Thursday: 8:30am – 5:30pm

Friday: 8:30am – 5:00pm

Saturday – On occasion, check HotDoc for open hours

Sunday & Public Holidays – Closed

After Hours & Emergency Assistance

For an after-hours home visit, please contact
13SICK National Home Doctor - 137425

For urgent medical attention, please phone 000
or attend your closest emergency department.

Treating Practitioners at this facility

- Dr Chris Ogwu (General Practitioner)
MBBS, FRACGP
ABN: 12 742 528 747
- Dr Benedicta Itotoh (Paediatrician)
MBBS, FRACP
ABN: 50 966 002 303
- Dr Pratima Gulati (Paediatrician)
MBBS, MD, DCH, FRACP, CSCN (EMG,EEG)
ABN: 30 158 358 162
- Dr Emily Huck (General Practitioner)
(On Maternity Break from 14/02/23)
MBBS, DCH, FRACGP
ABN: 93 712 608 500
- Bethany Nerettis (Midwife)
BSc, RN, RM
ABN: 45 561 875 319

Support Staff

- Practice Manager – Karen Armstrong
- Practice Nurse – Petra
- Reception – Kathy, Lyn, Dilini Vanessa & Rachael

Services

- Immunisations
- Medical Acupuncture
- Antenatal care
- CTG's and bedside ultrasounds
- Postnatal care
- Paediatrics (developmental, allergies, neurology, general)
- Chronic disease management
- Family medicine
- Women's and men's health
- Iron infusions
- Geriatric/ palliative care
- Mental health
- Cryotherapy
- Sexual health and contraception including STD checks and family planning
- Minor surgical procedures
- Workers' compensation

Appointments

- **Consultations** are by appointment which can be booked by telephone, in person or using HotDoc.
- **Immunisations and procedures** need to be booked both with a GP and the practice nurse.
- **Long appointments** are required if you need an insurance or driving medical, care plans, first antenatal, or as advised by your doctor.
- **Telehealth appointments** are available for existing patients only by telephone or by video using Health Direct.
- **Urgent cases** will be triaged and seen on the day if possible, or advised to seek emergency assistance.
- **Home visits** are available for patients in residential homes, aged care facilities and those with mobility challenges, please call to request a home visit.
- **Paediatrician** appointments must be booked via telephone as there are specific referral, billing and follow up requirements that must be checked by reception prior to each appointment being booked.

Missed Appointments

A missed appointment is a loss to 3 people

- The patient who missed the valuable time
- The patient who could have had the valuable time

- The doctor who was fully staffed and prepared for the visit.
- If you fail to attend an appointment, you may be issued with an account for the missed appointment.

Billing Arrangements

- Bulk billing is available for antenatal visits with Dr Ogwu and Bethany for eligible Medicare card holders.
- Private fees apply for GP consultations, however children under 16 years, adults over 65 years, pregnant patients up to 6 weeks postnatal, and concession card holders will be bulk billed. Patients attending a chronic disease management plan appointment will also be bulk billed. The fee for a standard consultation is \$75, a long consultation is \$120, and prolonged consultation is \$160. Payment of the full fee is required and the rebate can be refunded to Medicare card holders.
- For non-Medicare card holders, the fee for a standard consultation is \$75, a long consultation is \$120, and prolonged consultation is \$160. Payment of the full fee is required and a receipt can be printed for patient claiming through private health.
- Minor procedures incur a \$70 out of pocket expense, or \$50 out of pocket expense for concession card holders. Payment of the full fee is required and the rebate can be refunded to eligible Medicare card holders.
- Please ask reception or check the website for a full list of fees.
- Paediatrician appointments incur private fees ranging from \$600 for an initial assessment down to \$300 for a follow up visit and \$70-\$150 for short telephone consults and \$70 for skin prick testing.
- Medicare rebates can be refunded directly to an EFTPOS card immediately following payment or via online claiming into your nominated bank account.
- EFTPOS is the preferred method of payment at this facility. We do accept cash however exact currency is required as we do not keep cash onsite to give change.

Special Notes

- **Test results** are provided in a consultation with the doctor in person or by telephone consult. Results can-not be given by reception staff, however the practice nurse may provide results with the permission of your treating practitioner.
- Please notify us if you are unable to attend an appointment well in advance.
- If more than one person from your family wishes to see the doctor at the same time,

please ensure a separate appointment is made for each family member.

Patient Privacy

Your medical record is a confidential document. It is the policy of this facility to maintain the security of patient records at all times. For further information please refer to the Privacy Policy.

Reminders

This facility utilises HotDoc for a computerised reminder system to follow up many medical conditions and recall patients to discuss recent results or correspondence received by the provider. Please let reception know if you do not consent for electronic reminders.

Communication Services

Communication with patients may be via telephone, email, SMS and post. Please refer to the Patient Communication Policy for further details.

For patients who are from a non-English speaking background, your doctor is able to contact the TIS which is a government agency who are available to provide telephone and pre-booked onsite interpreting services during your consultation.

- Translating Service: 1300 575 847
- Speech & Hearing impairment voice call available on 133 677 or Speak and Listen on 1300 555 727.

Feedback and Complaints

Your feedback is welcome, you may do this in a few ways:

- Filling in a suggestion form and inserting it into the suggestion box at the front desk
- Verbally discussing any feedback or quality improvements with the reception staff
- Complaints can be discussed with the practice manager or lodged by email to manager@stjamesfamilymedical.com.au

Should you wish to escalate your complaint, you may do so to the following external agencies:

- *Complaint about privacy and confidentiality and access to personal information:*
Office of the Australian Information Commissioner
Email: enquiries@oaic.gov.au
Fax: 02 9284 9666
Phone: 1300 363 992
Post: GPO Box 5218, Sydney NSW 2001
- *Complaint about health care service or delivery:*
The Health and Disability Services Complaints Office (HaDSCO)
Email: mail@hadsco.wa.gov.au
Fax: 08 6551 7630
Phone: 6551 7600 or 1800 813 583
Post: GPO Box B61, Perth WA 6838