

# Patient Information

## Jurien Bay Medical Centre

21 Whitfield Rd  
Jurien Bay WA 6516  
TEL: (08) 9688 7900  
EMAIL: [info@jurienbaymedical.com.au](mailto:info@jurienbaymedical.com.au)

### PRACTICE PHILOSOPHY

The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up-to-date with the latest medical innovations and to bring you efficient personal service.

### SERVICES OFFERED

Jurien Bay Medical offers patients general GP services, including health assessments, pre-employment checks, children, women and mens health, CDM's and Flu clinic services. The practice also has an onsite pathology.

### COMMUNICATION POLICY

Our practice manages telephone calls, telephone messages and electronic messages from patients. The practice has a policy in place to ensure that staff and patients are aware of the communications policy at Jurien Bay Medical Centre, as well as the privacy laws and regulations around these. Jurien Bay Medical endeavors to provide patients with timely advice about their clinical care via the telephone as a primary point of contact. The urgency of a patients needs are determined promptly and handled appropriately. Electronic forms of communication, such as email and fax are also used at Jurien Bay, enabling patients alternate forms of communication.

**Other forms of Communication:** Translator and interpreter services, such as AUSLAN and the National and Relay Service are also available for patients' who may require them.

### APPOINTMENTS

Consultation is by appointment. Urgent cases will be seen on the day of request and will always be given priority. Appointments can be made by telephoning the practice or by visiting in person.

**\*Please notify us well in advance (minimum 1hr prior) if you are unable to attend an appointment. Failure to attend will incur a \$30 cancellation fee. 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.**

**Longer Consultations:** Longer consultations are available; please advise reception if you require extra time when booking you appointment. If you require an insurance medical, review

### BULK BILLING ARRANGEMENTS:

100% bulk billing

#### ○ PRACTICE DOCTORS

○ **Dr Yuriy Pogorelyuk** – a male practitioner who specialises in gastroenterology, mental health and skin cancer.

**Dr Ashish Nayak** – A male Dr who specializes in chronic diseases, respiratory conditions and mens health

#### ○ PRACTICE STAFF

##### **Practice Manager:**

Phillip Coelho

##### **Reception Staff:**

Alliyah Narrier

##### **Practice Nurse:**

Sarah Wilkinson

Janet Malek

#### ○ SURGERY HOURS

Mon – Thu: 8am – 5pm

Friday – 8am – 5pm

Sat – 8am – 1pm

Sun – Closed

#### ○ PATHOLOGY

Mon-Fri: 8am – 10am

#### ○ After Hours Emergency

Jurien Bay Health Centre- 9652 0200  
(Open 24 hours)

#### ○ Interpreter Services

1300 131 450

#### ○ Aboriginal health council

AHCWA (08) 9227 1631

of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

**Walk-in appointments:** Walk-ins will be allocated the first available consultation and will generally be required to wait. If no appointments are available, a booking will be offered for another day.

### HOME VISITS

Home visits will be made for patients who are acutely ill or lack the mobility to attend the practice. Please contact the practice to arrange a home visit with your GP.

### AFTER-HOURS TRIAGE

If you require assistance during after hours please contact Health Direct on 1800 022 222. Health Direct offers medical advice over the phone and can be contacted 24hours. After hours medical assistance is also available at the **Jurien Bay Health Centre**, which is a medical clinic operated by qualified nurse practitioners and is open 24hrs. The Health Centre can be reached on 9652 0200.

### TELEPHONING YOUR DOCTOR

Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.

**Referrals:** Doctors in this practice are competent at handling all common health problems. When necessary, they are able to draw on opinions from specialists and refer you for further investigation. You can discuss this with your doctor.

**Test Results:** Results are checked daily by the doctors. If they need to be followed up, the doctor will either:

- Call directly to discuss them or:
- Will advise you about a follow up appointment or:
- Request a receptionist to call you to make an appointment to discuss results.

**Reminder:** A computerised reminder system is available and used to follow-up many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

**Comments & Suggestions:** If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to your doctor or receptionist about any problems you have. We believe that problems are best dealt within the practice, but if you are still dissatisfied you may contact the Practice Manager, Jessica Marks by completing a **patient complaint form** available from reception and/or contacting the Health & Disability Services Complaints Office, Level 17 St Martin's Tower, 44 St Georges Terrace, Perth WA 6000. FreeCall 1800 813 583.

### MEDICAL RECORDS

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 staff members.

### TRANSFER OF MEDICAL RECORDS

If you chose to move to a different medical Centre, the practice is more than happy to accommodate this. The request needs to be in writing and the practice can charge a fee to transfer the records. This fee is normally around \$10 for a disc and if a printed copy is required it could cost between \$20 - \$50, depending on the size of the file.