

MILL POINT MEDICAL

2/2 Meadowvale Avenue, South Perth WA 6151

Phone: (08) 9367 7840 Fax: (08) 9368 6390

Email: reception@millpointmedical.com

After Hours Night Doctors: 1300 644 483

www.millpointmedical.com

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday	9.00 am - 4.30 pm
Tuesday	8.00 am - 4.30 pm
Wednesday	8.00 am - 4.30 pm
Thursday	9.00 am - 4.30 pm
Friday	9.00 am - 4.30 pm
Saturday	9.30 am - 12.30pm
Sunday & Public Holidays	Closed

DOCTORS

Dr Thet Wai (Practice Principal Owner)
Dr Joseph Diaz
Dr Khine Su Myat
Dr May Maung
Dr Seyed Mohammad Marashi

ALLIED HEALTH

Dr Satvinder Notay, Podiatrist (Foot Matters)

CLINIPATH PATHOLOGY

Monday - Friday 9.00 am – 1.00 pm
Weekend & Public Holidays - Closed

ADMINISTRATION & NURSES

Rheeann (Practice & Operations Manager)
Rhenna (2IC/Manager)
Katelyn (Receptionist)
Gurisha (Registered Nurse)
Lovish (Registered Nurse)

APPOINTMENTS

- Bookings can be made online via HotDoc, by phone or in person at reception.
- Walk-ins accepted only if available on the day or urgent; patients triaged per policy.
- Home visits are provided when medically required.
- Urgent or same-day appointments are accommodated when possible.
- Longer appointments (complex issues, mental health, procedures, health checks) must be booked by phone or in person.
- Patients are asked to arrive on time or notify reception if delayed.
- Cancellation must be made at least one business day in advance.

- A fee applies for late cancellations or missed appointments.

BILLING INFORMATION

- Private, mixed and bulk billing available as determined by the practice bulkbilling criteria and Dr's discretion.
- Fees, rebates and out-of-pocket costs are explained at reception, online and in the waiting area.
- Bulkbilling applies to children under 16 years old with valid Medicare Card, Pensioners/Concession and Commonwealth Seniors Health Care Card Holders.
- Payment is required on the day.
- Additional fees may apply for procedures, dressings, form or work-related medicals.

AFTER HOURS AND EMERGENCY CARE

- Night Doctor: 1300 644 483
- Emergencies: call 000 immediately

REPEAT PRESCRIPTIONS & REFERRALS

- Repeat prescriptions and routine referrals generally require an appointment but some may be issued at GP's discretion.
- Referrals cannot be backdated.

TEST RESULTS & FOLLOW UP

- Patient are encouraged to book follow-up appointments to discuss results.
- Reception is not permitted to provide clinical advice.
- Recall/reminder systems are used for significant follow-up care.

PATIENT FEEDBACK & COMPLAINTS

- Patients are welcomed to provide feedback verbally, in writing, via website or scan QR code.
- Complaints can be directed to Health and Disability Services Complaints Office (HaDSCO)
 - Phone: 1800 813 583
 - Website: www.hadsko.wa.gov.au

INTERPRETER SERVICES

- Services are available on request:
 - TIS National (languages support)
 - National Relay Service (hearing/speech impairment).
- Patients need to request before their appointment.

PATIENT RIGHTS & RESPONSIBILITIES

- Patients have the right to:
 - Confidential, safe, and respectful care

- Participate in decisions regarding their healthcare
- Access their personal health information
- Patients are responsible for:
 - Providing accurate personal and medical information
 - Treating staff with courtesy and respect
 - Attending appointments on time or cancelling when unable to attend

PRIVACY & CONFIDENTIALITY

- Mill Point Medical complies with Privacy Act 1988 and Australian Privacy Principles.
- Personal information is collected for safe care.
- Health records are stored securely. Patients may request access to their records.
- Patient records can be accessed by the practice with a signed request.
- Our full privacy policy is available at reception and online.

COMMUNICATION POLICY

- Patients may be contacted by phone, SMS or secure messaging (HotDoc) for reminders, appointments and recalls.
- Clinical information is not sent via unsecured email unless patient consent is provided.

PRACTICE SERVICES

- General consultations
- Chronic disease management
- Preventative health screenings
- Immunisation
- ECG
- Men's & women's health
- Mental health
- Minor procedures
- Health assessments
- Care plans and reviews

Standard consults are 15 minutes.
Long consults are 30 minutes and more.
Minor procedures include stitch removal/excisions.

TELEHEALTH SERVICES

- Telehealth appointments are available for eligible patients under current Medicare guidelines and GP approval.
- Telehealth is not suitable for all medical conditions; a face-to-face consult may be required.

INFECTION CONTROL & SAFETY

- Our practice follows national infection control standards and maintains accredited sterilisation processes.
- Patients with respiratory symptoms will be asked to wear a mask before entering the practice.

