

## INFO AND SERVICES cont...

### COMMUNICATION

Doctors not available for telephone consultations. Reception and Nursing Staff should be able to address the needs of most urgent enquiries. Appointments should be made for any other matters. Results can be requested by telephoning Monday, Wednesday and Friday between 1-2pm and speaking to the practice nurse. Results will not be given to third parties over the telephone.

### REMINDER/RECALL SYSTEMS

Our practice is committed to preventative health care. From time to time we may issue you with a reminder notice offering you preventative health care services appropriate to you. You may also be contacted to make an appointment to discuss medical test results.

### OUR DOCTORS

**Dr. April Armstrong** M.B.B.S (UWA) DRANZCOG

As the practice principal Dr Armstrong offers obstetric and women's health services, as well as general practice services. She is a level 1 ACCRM supervisor and is completing her Advanced Obstetrics Diploma at KRH.

**Dr Onley** also offers obstetric, women's health services and general practice services. She also holds a Diploma in Child Health

**Dr Gian Urbani** MB ChB, M Med (O&G), FRCSC (Canada), FACOG, FRANSCOG, M REPROD MED (UNSW)

**Dr Urbani** is a specialist obstetrician and gynecologist, and specializes in fertility treatment.

**Renee Wall** - Eligible Midwife - Visiting the surgery every 4 weeks, Renee offers birth planning, antenatal classes and lactations classes.

**Dr Liz Onley** M.B.B.S. FRACGP, DCH

**Dr Raj Toor** M.B.B.S.

Dr Toor offers general practice services to our patients, with an interest in Pediatrics.

**Dr Mat Atkins** M.B.B.S, Grad Dip (OH&S), DTMPH

**Dr Atkins** is a work cover specialist with a keen interest in Tropical and Travel medicine.

### OUR NURSES

We are exceptionally proud of the team of nurses that lead the preventative health care and immunisation programs. Their diverse specialities from paediatrics to women's health compliments the medical team.

### PRACTICE STAFF

Practice Manager: Naz

Reception: Chris, Wendy, Amy, Julie, Ashley

Practice Nurses: Susan, Robert, Jill.

### OPENING HOURS

Monday & Thursday: 8:30am - 8pm  
Tuesday, Wednesday & Friday 8:30am - 5pm  
Saturday 8:30am - 5pm Sunday - by appointment

65 Collins Street, Kalgoorlie WA 6430

P.O. Box 10103, Kalgoorlie WA 6430

Phone: (08) 9091 3958 | Fax: (08) 9091 3325

This practice aims to provide the highest standard of patient care. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

### FEES AND BILLING

Collins Street Surgery is a Private Billing practice. We offer bulk-billing to Aged Pensioners, Nursing Home Residents and Veterans Affairs concession card holders. All childhood immunisations are bulk-billed.

Fees are payable at the time of consultation by cash or EFTPOS

**Standard Consultation \$ 80.00**

**Long Consultation \$125.00**

**Sat/Sun Standard Fee \$ 90.00**

### PERSONAL HEALTH INFORMATION

Patients' personal information is treated with the strictest confidence and is subject to privacy laws. Data is collected and stored ensuring maximum privacy levels.

Request for medical records can be directed to the administration staff who will be happy to provide you with a copy of your own records. Preference is given to electronic transfer or records to a nominated medical practice.

### FEEDBACK AND COMPLAINTS

Our Surgery aims to provide excellence in medical care in a friendly caring environment.

We value your comments and take your suggestions, concerns and complaints seriously. If you have a problem you can talk to a member of staff, or contact:

Australian Health Practitioner Regulation Agency  
Phone 1300 419495 | Website : [www.ahpra.gov.au](http://www.ahpra.gov.au)



Collins  
Street  
Surgery



Collins  
Street  
Surgery



Practice Information Brochure  
[www.cssurgery.com.au](http://www.cssurgery.com.au)

Collins Street Surgery is a Family Friendly Practice. We offer complete life medical care focusing on primary health services and preventative medicine. The practice has been a key site for the training and education of medical students and doctors and will continue to offer placements to Medical Practitioners. We support the RAMUS, John Flynn and Rural Medical Bonded Students by inviting them for placements during their semester breaks.



#### **APPOINTMENTS**

General appointments can be made Monday to Sunday with emergency on-day appointments available from 8:30. We triage appointments on an 'as needs' basis, prioritising the elderly and children. Long appointments should be booked for complex or multiple issues to minimize disruption to other patients.

Due to the on-call and obstetric services provided by the practice there may be times when practitioners will be late. Patients are welcome to call prior to their appointment to avoid delays.

#### **AFTER HOURS SERVICES**

Care arrangements outside practice opening hours is with the Kalgoorlie Regional Hospital Emergency Department (08) 9080 5888.

Please request a copy of your ED consultation to be forwarded to the clinic for completeness of medical records.

#### **NURSING HOME/HOME VISITS**

Home visits can be arranged at the discretion of the patient regular treating practitioner. Nursing home visits are performed weekly by our Senior Practice Nurse and Medical Attendance as required. Family members are welcome to ring and request medical

#### **INFO AND SERVICES**

##### **CLINIPATH - Phlebotomy and Sample Collection**

For patient comfort we have in-house services available Monday to Friday from 8:00am to 1:00pm. Walk-in service available.

##### **REGIONAL ULTRASOUND SERVICES KALGOORLIE**

Onsite after hours ultrasounds available Monday and Thursday nights 5.00pm to 7.00pm and Saturday mornings 10.00am to 1.00pm

##### **ADDLIFE PHYSIOTHERAPY**

Available at our surgery on Thursday nights 5.00pm to 7.00pm and Saturday mornings 9.00am till 1.00pm

##### **IMMUNISATIONS & TRAVEL VACCINATIONS**

Our Surgery offers all childhood and also has selected adult vaccinations on site. Annual Influenza vaccines are readily available. Travel Medicine Vaccines are scripted at time of consult and then administered via our trained Registered Nurses at no charge.

##### **HEALTH CARE PLANS**

We have a comprehensive team who dedicate time to GP Management plans, ATSC plans, Diabetic reviews, 4 year old health checks, 45-49 health checks and Mental Health Care Plans. These services are bulk-billed to patients.

##### **INFECTION CONTROL**

Thank you your consideration to patients and staff by alerting staff to possible infectious diseases. If you present with a possible infective illness please advise staff so that we may provide you with a private comfortable waiting area

##### **PRESCRIPTIONS, REFERRALS AND PATS FORMS**

Patients requesting repeat prescriptions will need to have been seen within the previous 3 months. S8 and Authority scripts require a consultation. A script fee of \$10.00 is payable on collection of the script. At all times prescriptions are at the discretion of the treating doctor.

Referrals and PATS forms will not be completed without an appointment unless pre-arranged with the treating doctor.

##### **MEDICAL CERTIFICATES**

Medical Certificates (and Centrelink certificates) will not be issued without an appropriate appointment.

##### **BREASTFEEDING**

Collins Street Surgery supports Nursing Mothers. Should you need to breastfeed in privacy please advise staff.