

INFECTION CONTROL

Thank you for 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 previous 3 months. Schedule 8 and Authority scripts require consultation.

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 if not medically appropriate.

COMMUNICATION

Telephone consultations available with doctors by appointment. Reception and Nursing staff should be able to address the needs of most urgent enquiries, appointments should be made for other enquiries.

Telephone calls to our practice will be returned as soon as possible during business hours, phone calls received outside of business hours will be returned as soon as possible during opening hours of the next business day.

Results can be requested by phoning Monday, Wednesday and Friday between 1-2pm and speaking to the practice nurse. Results will not be given to 3rd parties over the telephone.

REMINDER/RECALL SYSTEMS

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

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.

BREASTFEEDING

Collins Street Surgery supports nursing mothers. Should you need to breastfeed in privacy please advise staff. We also have a visiting Eligible Midwife who is also a Lactation Consultant for any questions or queries.

PRACTICE STAFF

Practice Manager: Nirshad

Reception: ~~Caro~~, Keiran, Fawzia, Nicole & Mariquiel

Practice Nurses: Shalee

FEEDBACK AND COMPLAINTS

Collins Street 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 or staff or contact:

Australian Health Practitioner Regulation Agency

Phone: 1300 419 495

Website: www.ahpra.gov.au



65 Collins Street

P.O Box 10103

Kalgoorlie WA 6430

Phone: (08) 9091 3958

Fax: (08) 9091 3325

Emergencies: 000

PRACTICE INFORMATION BROCHURE

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.

COLLINS STREET SURGERY

OPENING HOURS

Monday & Friday—8:00am—5:00pm

Saturday 12:30pm - 4:00pm (subject to change)

Sunday As per the arrangement

OUR DOCTORS

Dr Satish Chandra

M.B.B.S FRCAGP DIPLOMA SKIN

As the practice principal Dr. Chandra offers obstetric and men's health services, as well as general practice services. Skin cancer, Mental Health, Chronic diseases management.

Dr Shobha Ramanna

M.B.B.B.S DA FRACGP

As the practice only female practitioner Dr. Shobha offers Mental Health, Chronic disease Management, Women's and Children's Health.

Dr. Nihal Pathirana

Male Practitioner

FRCAGP, M.B.B.B.S

Skin Grafting advanced Dermatoscopy and dermal Imaging.

Accredited skin cancer Doctor from Skin cancer Collage Australia.

NURSES

Collins Street Surgery 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 complements the medical team.

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 RAMUS, John Flynn and Rural Medical Bonded Students by inviting them for placements during their semester breaks. We also have a shared care arrangement for patients of BEGA for antenatal patients.

APPOINTMENTS

General appointments can be made Monday to Sunday with emergency on-day appointments available from 8:30am. 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 completing of medical records.

NURSING HOME/HOME VISITS

Home visits can be arranged at the discretion of the patient regular treating practitioner. Nursing home visits can be preformed on request—Family members are welcome to ring and request medical attendance at a facility if they are concerned

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 Consultations	\$91.00
Long Consultations	\$145.00
Sat/Sun Standard Fee	\$111.00

CLINIPATH - Phlebotomy and Sample Collection

For Patient comfort we have in-house services available Monday to Friday from 8:00am to 2:00pm. Walk-in service available.

IMMUNISATIONS AND TRAVEL VACCINES

Collins Street Surgery offers all childhood and also has selected adult vaccinations on site. Annual Influenza vaccinations 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, 4yr old health checks, 45-49 health assessments 75+ health assessments and Mental Health care plans.

These services are bulk billed to patients

ELIGIBLE MIDWIFE

We currently have a registered midwife who is present at Collins Street Surgery Monday– Friday