

## PRACTICE INFORMATION SHEET

We welcome you, your family and friends to Samy Medical Practice. Do you remember going to your family Doctor when you were little? The Doctor who knew your family members by their first name, who provided quality healthcare at bulk billing rates for everyone and who lived in the local area. Samy Medical Practice prides itself on being "Family Owned and Operated". Samy Medical Practice is a bulk-billing Family Practice. Bulk billing is provided to all current Medicare and DVA card holders. Please bring your Medicare, DVA and Commonwealth Concession cards.

### **Practice Details/Consulting Hours**

**17 Attwood Way, Rockingham, WA 6168**  
**280 Bannister Road, Canning Vale, WA 6155**  
**Tel: 08 9557 2600, Fax: 08 9518 2826**  
**Email: [admin@samymedicalgroup.com.au](mailto:admin@samymedicalgroup.com.au)**  
**[www.samymedicalgroup.com.au](http://www.samymedicalgroup.com.au)**

**Opening Hours Monday-Thursday (8.30am to 6.00pm)**  
**Friday (8.30am to 5.00pm)**  
**Sat, Sun and Public Holidays (Closed)**  
**Clinipath Pathology Monday-Friday (8.30am to 1.00pm)**

**After Hours Care and Emergency Care**  
**000 for Ambulance**  
**(08) 9599 4000 for Rockingham General Hospital**  
**(08) 6152 2222 for Fiona Stanley Hospital**  
**1300 030 030 for Dial a Doctor**

### **Walk Ins**

Consultations are by appointment, walk-ins may be accommodated where possible with the next available Doctor. Priority is given to patients who have made an appointment with the Doctor of their choice. Please be advised that walk-ins may require some waiting.

### **Practice Services/Referral**

We provide a wide range of all aspects of General Practice, including skin clinic, surgeries, childhood immunisations, travel vaccines, geriatrics, chronic disease management, care plans, mental health plans, referrals to allied staff and hospital specialists and women's health (contraception, pap smears, sexual counselling, mirena and implanon insertion and removal). All our Doctors engage with Allied Health and Hospital Specialists to plan and facilitate optimal patient care.

### **Appointment for Patients with Complex Care and Different Needs or Patients Requiring a Translator or Any Other Form of Assistance**

Samy Medical Practice may be able to accommodate your requests or needs such as disability access to the facility, patients who are visually or hearing impaired or to organise Translation and Interpreter Service (TIS). We may be able to organise transport or provide information in different formats or languages. Please contact the Practice Director with your requests one week in advance.

### **Doctors**

Dr Christabel Samy-Medical Director  
MBBS (UK), FRACGP (Australia)

Dr Gurvinder Singh Saini  
MBBS

Dr Josephine Tiu  
MD

Dr Reena Kaur Mann  
MBBS (Australia)

Dr Rajiv Bahu  
MBBS (UK), MRCGP (UK), FRACGP (Australia)

Dr Thishani Kaneswaran  
MBChB (UK), MRCGP (UK), DROG (UK), FRACGP (Australia)

### **Our Team Members**

Mrs Matilda Samy-Practice Director  
Professor (Dr) Martin Samy-Chief Executive Officer  
Miss Cheryl Selvanathen-Practice Nurse  
Ms Yi Jye Chieng-Registered Nurse  
Miss Hanna Amil -Registered Nurse  
Miss Charissa Winny-Patient Relations Officer  
Mrs Norafiah Lever-Endorsed Midwife  
Phlebotomist, Clinipath Pathology

### **Information on Booking Your Appointments and Policy on Fees and Billing**

**Samy Medical Practice request that you read the 'Information on Booking Your Appointment' and 'Policy on Fees and Billing' before making your appointment.**

You may request for a copy of Samy Medical Practice Policy on Fees and Billing from the Front Reception or by calling or emailing the Practice. Bulk billing is provided to all current Medicare and DVA card holders. Please bring your Medicare, DVA and Commonwealth Concession cards.

### **Telehealth Appointment**

Telehealth Appointment is available only for Samy Medical Practice patients. Directly bulk-billed to Medicare. You may make an online booking on [www.samymedicalgroup.com.au](http://www.samymedicalgroup.com.au) or by calling the Practice on (08) 9557 2600.

Samy Medical Practice is happy to accommodate: Standard (15 minutes), Extended (20 minutes) or longer Appointments.

### **Standard Consultation-15 minutes appointment for a single issue for each patient requesting to be seen**

Directly bulk-billed to Medicare. You may make an online booking on [www.samymedicalgroup.com.au](http://www.samymedicalgroup.com.au) or by calling the Practice (08) 9557 2600.

### **Extended Consultation- 20/30 minutes appointment for each patient requesting to be seen**

Directly bulk-billed to Medicare.

**Please call the Practice for the following appointments. These appointments cannot be made online.**

### **Appointment for Government Funded Vaccinations, Pap Smears, Health Assessments, Care Plans, Mental Health Plans, Mum and Baby Checks, Procedures and Completion of forms**

It would be helpful to advise the reason for your visit to determine the appropriate time, resources, treatment room and equipment required for allocation purpose.

### **Private Fees**

Patients without a Medicare Card

- Standard Consultation \$78.00
- Long Consultation \$100.00-150.00

Private Drivers Medical (Application and Renewal) \$78.00

Workers Compensation and Accident Claims

Please call the Practice and provide your claim details.

You will be informed of out-of-pocket costs if there is any at the time of booking your appointment in person or over the telephone.

It is Samy Medical Practice policy that payment is made at the time of booking or consultation. We accept Cash, Mastercard, Visa, AMEX and EFTPOS payments.

### **Missed Appointment Without Notification**

For the benefit of our Doctors and other patients, we appreciate you notifying us 2 hours before your appointment time if you no longer need or would like to re-schedule your appointment.

### **New Patients**

Please arrive 10 minutes before your appointment time to register your details. On arrival, you will be asked to complete the Patient Information and Consent Form. Alternatively, you may complete the form online. Please bring along your Medicare, DVA and Commonwealth Concession Cards.

### **Emergencies**

Priority will be given to emergencies. When emergencies occur, our Doctors may be diverted. We apologise for unavoidable delays and we appreciate and thank you for your patience and understanding.

### **Test Results/Scans/X-rays/Reviews/Follow up to Allied and Hospital Specialists**

Please do not call the Practice and ask for results.

Please make an appointment to see the Doctor a week later. The Doctors will review all results daily and if any test results are abnormal or require a follow up, the Practice will contact you urgently to make a follow up appointment with the Doctor.

### **Recall/Reminder Process**

Our practice is committed to preventative healthcare. For the continuity of care, our practice has a system in place for recalls. Patients are called in on the same day for urgent or abnormal results. All actions and communication are recorded in the Patient Health Record. You have the option of opting out of this system.

### **Repeat Prescriptions**

Please make a face to face or request for a telehealth appointment to see the Doctor.

### **Home Visits/Visits to Residential Aged Care Homes**

Home Visits or visits to residential aged care facility are available for the acutely ill, immobile or elderly regular patients of Samy Medical Practice whose condition prevents them from attending the Practice. To make an appointment, please contact the Practice Director to discuss your requirements.

### **Communication Policy on Telephone Calls and Electronic Communications**

Our practice gives patients sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments where possible to enable patients to make informed decisions about their health. Our health professionals provide referrals as needed for further management.

You may contact your Doctor or any staff member by calling the Practice (Tel: 08 9557 2600), sending an email ([admin@samymedicalgroup.com.au](mailto:admin@samymedicalgroup.com.au)) or by fax (08 9518 2826). Messages are responded daily, it will be forwarded via our internal messaging system which will be acknowledged and actioned by the Doctor or staff member. If the message is urgent, staff will interrupt the Doctor immediately. Notes from telephone conversations are recorded in the Patient's Health Record.

### **Transfer of Medical Records**

You will be requested to fill out a 'Patient Request to Transfer of Medical Records' form. All records received will be uploaded into the patient's records.

### **Medical Certificates**

It is important to make an appointment to see the Doctor on the day of your illness.

### **Drugs of Addiction**

Samy Medical Practice does not prescribe drugs of addiction.

### **Third Party Presence**

There will be a sign at the Reception to inform patients. The Doctor will seek your permission when there are medical students or other clinical staff present in the consulting room.

### **Visiting Allied Staff and Specialists/Visitors**

Please contact the CEO by telephone, email or fax. All visitors must report and sign in at the Front Reception.

### **Participation in GP Accredited Activities**

- Recording Cultural, Aboriginal and Torres Islander Status
- Checking Patient Identification during your visits
- Recalls/Reminder Process
- Suggestion and Feedback Management
- Follow up of Test Results (Identify, telephone, email and letter).
- Hosting third party presence during a consultation

### **Health Promotion Activities**

- Awareness of Chronic Disease Programmes (Care Plans, Mental Health Plans, Health Assessments, Referrals and Reviews). Targeting Chronic Disease Programmes-Working with Allied Health and other Specialists (Holistic Approach)
- Skin/Immunisation/Bone Scan Clinics
- Free Seminars on different health topics
- Heart Check

### **Patient Rights**

Please be encouraged to participate in decision-making about your healthcare.

### **Patient's Suggestions, Feedback and Complaints**

Samy Medical Practice is committed to quality improvement. We value and encourage patient suggestions and feedback to continually improve our services for patients. Your feedback and suggestions will enable us to see if any changes or improvements need to be made to our services. Equally, we are delighted to hear if you have been pleased with the services offered by Samy Medical Practice. You may speak to the Practice Director with your compliments, suggestions or concerns. Alternatively, you may complete the Suggestion or Feedback Form which is available at the Reception and online. Your suggestion is valuable and will be responded promptly. If the Practice Director cannot solve your concerns and you would like to take your concerns further, you may contact the Office of Health Review on 08 9323 0600 or Medical Board of WA on 08 9481 1011.

### **Management of Patient Health Information/Practice Privacy Policy**

Samy Medical Practice adheres with the Privacy Act (1988). As part of the Privacy Policy, Samy Medical Practice is committed to protecting the privacy of individuals and their personal health information. 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 members of staff. If you would like a copy of our Privacy Policy, please request from the Reception or contact the Practice Director by telephone, email or fax.

Patient Health Record is confidential. It is stored electronically. We will identify the patient in no less than 3 patient identifiers:

1. Patient name
2. Date of birth
3. Home address

### **Free Health Seminars, Morning Tea and Christmas Lunch for Seniors**

All are welcome. There is no cost, we look forward to seeing you.

### **Great Service**

If you were happy with our services, please follow and like us on our Facebook. Please also leave a positive review.

### **Thank you**

From the Samy Family and the dedicated team at Samy Medical Practice. We look forward to seeing you again.