

Patient Information Sheet

Updated November 2016. Next update January 2017.



ABOUT US

Banksia Medical Centre is a fully accredited general practice, and was established back in 1979 by Dr Graham Jacobs MLA, in a little house on 47 Dempster St. Esperance.

The team at Banksia feels strongly about providing quality health care, and encouraging safety and preventative health in the community and in local business.

GENERAL INFORMATION

OPEN 8:30am to 5:00pm Weekdays (Monday to Friday)

CLOSED Saturdays, Sundays, and Public Holidays (unless otherwise specified*)

*Saturday afternoon and Public Holiday clinics incur higher fees, however higher rebates are available.

ADDRESS 47 Dempster St. | PO Box 318 Esperance, WA 6450
(Across the road from the Visitor's Centre)

CONTACT Phone: (08) 9071 1511 Fax: (08) 9071 3995
E: reception@banksiamedical.com.au manager@banksiamedical.com.au

ONLINE www.banksiamedical.com.au
www.facebook.com/banksiamedical

SERVICES

General Practice

- Men's, Women's & Children's health
- Excision of lesions & various skin procedures
- Hospital In-Patient care
- Chronic disease management
- Wound management & suture/staple removal
- And more!

Industrial Health

- Pre-employment and other medicals
- Drug & Alcohol screening (Urine, saliva, breath)
- Audiometry (including Workcover)
- ECG, & spirometry
- Quality Worker's Compensation care
- And more!

APPOINTMENTS & BOOKINGS

Banksia Medical Centre runs on an appointment system; bookings can be made over the phone or in person. Walk-in patients are welcome, however there may be a long wait as patients with pre-booked appointments and urgent health conditions will be given priority.

Online booking requests are available via our website.

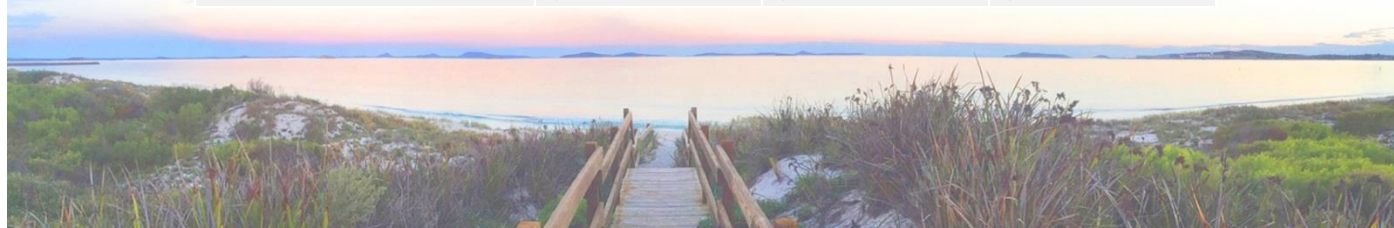
FEES & PAYMENTS

Banksia Medical Centre fees are structured according to the Australian Medical Association's recommendations. Consumable items (ie. Anaesthetic, sutures) used during your visit may be billed in addition to your consultation. These items do not attract a Medicare rebate.

Cash, cheques and cards accepted (no AMEX) and payment is expected on the day of your consultation unless otherwise specified.

Please note: Bulk billing is applied for certain types of services (ie. chronic disease care plans, mental health care plans). Other services are only bulk billed at the discretion of your Doctor.

Service	Full Cost	GAP	Discount GAP
Standard consult	\$75.00	\$37.95	\$22.95
Long consult	\$135.00	\$63.30	\$38.30
Excision of skin lesion	\$58.90 - 368.35	\$30 - 100	\$15 - 50



Patient Information Sheet Continued...

RESULTS

Patients are welcome to see a nurse or call for results. In the event that a follow-up/review is requested or specific information is to be given, the practice nurse (or receptionist if unavailable) will attempt to contact you. Should the matter be of urgency or importance, multiple attempts to contact you will be made and documented.

Please note: All results must have been reviewed by a GP before being given to the patient.

SCRIPTS

Scripts requested outside of an appointment will incur a \$10 fee (per request, per patient) payable upon collection.

Repeat scripts can be requested via our website, however patients may be required to have an appointment for repeat scripts for the following reasons:

- If the script is for antibiotics
- If the last GP visit was > 6 months
- If the patient is new to Banksia
- If the script requested is for an S8 medication
- If the script requires PBS Authority
- If the particular medication has not yet been prescribed for you at Banksia

PATIENT HEALTH INFORMATION

This practice is moving towards a completely electronic filing system. For each patient we have an individual patient health record containing all the health information held by our practice about that patient.

Please note: We are happy to provide you with a health summary free of charge! This can be helpful should you be expecting to travel.

COMMUNICATION POLICY

Patients of our practice are able to obtain timely advice or information related to their clinical care by telephone and electronic means (where in use) where a general practitioner determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

Emails and Faxes are checked regularly throughout each working day.

Banksia Medical Centre uses ActiveFax (a computer based Fax program) which enables all incoming and outgoing faxes to be recorded and archived.

Please note: We are happy to fax referrals for you!

AFTER HOURS SERVICES

REMEMBER TO PHONE '000' FOR EMERGENCIES

Emergency Department	(08) 9079 8000	Hicks St. Esperance
Healthdirect	1800 022 222	24 hour health advice and information you can count on!
ReadyCare	1800 225 523	GP Care by phone in Rural WA when your GP is not available.
Rural Link	1800 552 002	A specialist after-hours mental health telephone service for the rural communities of Western Australia.

COMPLAINTS & FEEDBACK

The Banksia Medical Centre team values your feedback and aims to provide the best possible patient care and customer service.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor or the practice manager as a matter of priority. Feedback can be given via our website.

For further advice regarding health service related complaints please contact the Health and Disability Complaints Office on 1800 813 583

For any further information, please ask one of our friendly receptionists.

