

# Practice Information Sheet

## Rainbow Health Medical Centre

273 Pinjarra Road Mandurah 6210  
PHONE 08 6364 0300 - FAX 08 9581 4140  
[www.rainbowhealth.com.au](http://www.rainbowhealth.com.au)

### SURGERY HOURS

Open Monday-Friday	7:00am-7:00pm
Saturday	9:00am – 5.00pm
Sunday	9.00am to 5.00pm

### After Hours Emergency

If you or your family are unwell and need to see a doctor after hours, call 1800 BETTER (1800 238 837).

### Interpreter Services

1300 131 450

### Aboriginal health council

AHCWA (08) 9227 1631

### SPECIAL PRACTICE NOTES

The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up to date with the latest medical innovations and to bring you efficient personal service.

### SERVICES OFFERED

Rainbow Health offers patients general GP services, including UD Insertions and removals, Contraceptive implant insertions and removals, mental health care plans, Chronic disease management plans and reviews, driving license Medicals, Workers compensation claims, Motor vehicle accident consultations, in growing toe nail removal, Minor surgery, Childhood vaccinations, Travel medicine, Shared antenatal care, Men's health & Children's health.

**TELEPHONING YOUR DOCTOR:** Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.

**REFERRALS:** Doctors in this practice are competent at handling all the common health problems. When necessary, they can draw on opinions from specialists and refer you for further investigation. You can discuss this with your doctor.

**TEST RESULTS:** Results are checked daily by the doctors. If they need to be followed up, the doctor will either:

- Call directly to discuss them or:
- Doctor will advise you about a follow up appointment or:
- Request a receptionist to call you to make an appointment to discuss results.

### BULK BILLING ARRANGEMENTS:

Bulk billing Practice – some medical procedures and medical reports may incur a gap payment.

### PRACTICE DOCTORS

#### Dr Gary Singh Male Practitioner

Dr. Gurpreet Singh Sachdev more commonly known as Gary is a GP with special interest in pediatrics, skin checks, skin biopsies, geriatric care, and mental health. He has got 20 years' experience after his post-GP specialist training in Pediatrics MD.

#### Dr Suganthini Ganapathipillai Female Practitioner

Sugandi is a female GP from Sri Lanka, relocated to Australia in 2007. She graduated from Tver State Medical Academy in Russia in 2000. She completed her PhD in Cancer Biology at the University of Bern in Switzerland in 2006. She has worked at Fremantle hospital before pursuing her career in General Practice. She has special interest in Women's health, Child health, Oncology, Chronic disease management and Mental health. She is multilingual and can speak English, Tamil, Sinhala, Russian and understand German.

#### Dr Humayun Male Practitioner

More than 30 years Medical Experience including international experience Encompassing General practice, occupational health, teaching, training and research Areas of Experience General practice Administrative Hospital

#### Dr Chaitra Shetty Female Practitioner

Dr Chaitra originally studied in India. She has been working in Australia since 2013. She has worked extensively in Medicine, Obstetrics and Gynecology.

She has got a certificate in Sexual Health.

Her special interests are in Medicine, obstetrics, and gynecology. She enjoys cooking, dancing, and keeping fit.

### PRACTICE STAFF

#### **Practice Manager:**

Jessica Marks

#### **Reception Staff:**

Lauren Delaney

Louise Rainton

Lorraine Stanger

#### **Practice Nurse:**

Kira Dennison

**REMINDER:** A computerized reminder system is available and used to follow-up many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

#### **COMMUNICATION POLICY**

Our practice manages telephone calls, telephone messages and fax messages from patients. The practice has a policy in place to ensure that staff and patients are aware of the communications policy at Olympic Medical Centre, as well as the privacy laws and regulations around these. Olympic Medical endeavors to provide patients with timely advice about their clinical care via the telephone as a primary point of contact. The urgency of a patient's needs is determined promptly and handled appropriately. Email is not used as a method of communication between patients.

**Other forms of Communication:** Translator and interpreter services, such as AUSLAN and the National and Relay Service are also available for patients' who may require them.

#### **APPOINTMENTS**

Consultation is by appointment. Urgent cases will be seen on the day of request and will always be given priority. Appointments can be made by telephoning the practice, booking online or by visiting the practice in person.

**\*Please notify reception well in advance (minimum 1hr prior) if you are unable to attend an appointment. Failure to attend will incur a \$30 cancellation fee. If more than one person from your family wishes to see the Doctor at the same time, please ensure a separate appointment is made for each family member.**

**Longer Consultations:** Longer consultations are available; please advise reception if you require extra time when booking your appointment. If you require an insurance medical, review of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

**Walk-in appointments:** Walk-ins will be allocated the first available consultation and will generally be required to wait. If no appointments are available, a booking will be offered for another day.

**COMMENTS & SUGGESTIONS:** If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to your doctor or receptionist about any problems you have. We believe that problems are best dealt with within the practice, but if still dissatisfied you may contact Health & Disability Services Complaints Office, Level 17 St Martin's Tower, 44 St Georges Terrace, Perth WA 6000. Phone: 9323 0600. Free Call 1800 813 583.

#### **PRIVACY**

Your Medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorized staff members.

**HOME VISITS:** Home visits are available at the doctor's discretion; alternatively, home visits are available through WADMS.

**Booking a long appointment:** If you want an insurance medical, review of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Please notify us if you are unable to attend an appointment, well in advance. If more than one person from your family wishes to see the Doctor at the same time, please ensure a separate appointment is made for each family member.

#### **AFTER-HOURS SERVICE**

If you require assistance during after hours, please contact the Get Better 1800 238 837.

**If you or your family are unwell and need to see a doctor after hours, call 1800 BETTER (1800 238 837). If it is an emergency, please call 000.**

#### **TRANSFER OF MEDICAL RECORDS**

If you chose to move to a different medical Centre, the practice is more than happy to accommodate this. The request needs to be in writing and the practice may charge a fee to transfer the records. This fee is normally around \$11 for a disc and if a printed copy is required it could cost between \$20 - \$50, depending on the size of the file.