

Patient Information

Jurien Bay Medical Centre

21 Whitfield Rd
Jurien Bay WA 6516
TEL: (08) 9688 7900

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.

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 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 are able to 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.

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.

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 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. FreeCall 1800 813 583. Your Medical record is a confidential document. 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 authorized staff members.

APPOINTMENTS

Consultation is by appointment. Urgent cases will be seen on the day.

Home Visits: If you wish your doctor to make a home visit, please call the surgery first thing in the morning.

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.

Transfer of Medical Records

If you chose to move to a different medical Centre, the practice can charge a fee to transfer the records. This fee is normally around \$10 for a disc and if it is printed could cost between \$20 - \$50 depending on the size of the file.

BULK BILLING ARRANGEMENTS:

100% bulk billing

○ PRACTICE DOCTORS

Dr Pushpa Yapa
Dr Yuriy Pogorelyuk

○ PRACTICE STAFF

Practice Manager:

Phillip Coelho

Reception Staff:

Lara Darcey

Louise Carey

Practice Nurse:

Azimah Abdul Rahman

○ SURGERY HOURS

Mon - Thu: 8am - 6pm

Friday - 8am - 6pm

Sat and Sun - Closed

○ After Hours Emergency

Jurien Bay Health Centre- 9652 0200
(Open 24 hours)

○ Interpreter Services

1300 131 450

○ Aboriginal health council

AHCWA (08) 9227 1631