

Practice Information Sheet

Corfield Medical Centre

Address: 288 Corfield St, Gosnells, WA 6110

Phone: (08) 9398 9898 - Fax: (08) 9398 1998

Web: www.corfielddoctorsurgery.com.au

SURGERY HOURS

Monday-Friday: 8.00 AM - 5:00 PM

Saturday: 9:00 AM - 2:00 PM

Sunday: CLOSED

PATHOLOGY

Mon-Fri: 8:30 AM - 4:30PM

Saturday: 8:00 AM - 12:00PM

After Hours Emergency

Get Better Doctors 1 800 238 837 (Home Visits)

Interpreter Services

1300 131 450

Aboriginal health council

AHCWA (08) 9227 1631

SPECIAL PRACTICE NOTES

Corfield Medical Centre is a modern medical practice committed to providing healthcare services and support that you and your loved ones deserve. We are proud of the support and guidance we continue to provide for the patients at every stage of life.

SERVICES OFFERED

Corfield Medical Centre offers patients general GP services, skin cancer & mole checks, pre-employment checks, women and men's health, chronic disease management, Aboriginal & Torres Strait Islander health, travel medicine and minor surgical procedures. The practice also has an onsite Clinipath Pathology.

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 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.

BILLING ARRANGEMENTS:

Mixed billing Practice – We continue to bulk bill children under 16 and concession and DVA card holders from Monday-Saturday only. Some medical procedures and medical reports may incur a gap payment.

PRACTICE DOCTORS

Dr Sathiyapal Kulanayagam - A male practitioner, MBBS, FRCGP, GDWH. Brings 23 years of experience with interests in preventative and mental health.

Dr Dumidu Damith Dharmaratne - A male practitioner, MRCCP, MBBS, FRACGP. Brings 15 years experience with interests in chronic disease management and skin cancer.

Dr Maheswaran Mayurathan - A male practitioner, FRACGP, MBBS Sri Lanka. Brings 17 years of experience with interests in travel health and diabetes.

Dr Chaminda Kannagara - A female practitioner, DCH, MBBS, FRACGP. Brings 15 years of experience with interests in pediatrics and women's health.

Dr Robin Goh - A male practitioner, specialises in dermatology, geriatric medicine and corporate health.

PRACTICE STAFF

Practice Manager:

Phillip Coelho

Reception Staff:

Shikha
Belinda
Emma
Shamika

Nurses:

Tracy Darby

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 Corfield Medical Centre, as well as the privacy laws and regulations around these. Corfield Medical Centre 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 are 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 3hr 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 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.

PRIVACY

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.

HOME VISITS: Home visits are available at the doctor's discretion; alternatively, home visits are available through Get Better Doctors.

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 Get Better Doctors 1-800-238-837.

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.