

Patient Information Sheet

ABOUT OUR PRACTICE

James St Medical Northbridge is a modern, purpose-built general practice providing comprehensive medical care for individuals and families throughout all stages of life. Our team of experienced doctors and nurses are dedicated to providing compassionate, patient centred care in a welcoming and inclusive environment.

We focus on building long term relationships with our patients and take the time to listen, understand and partner with you in achieving the best possible health outcomes. We care for your physical, emotional and social wellbeing whilst guided by evidence-based medicine and preventative care principles.

OPENING HOURS

| | |
|-----------------|---------------|
| Monday | 7:30AM-7:00PM |
| Tuesday | 7:30AM-5:00PM |
| Wednesday | 7:30AM-7:00PM |
| Thursday | 7:30AM-7:00PM |
| Friday | 7:30AM-5:00PM |
| Saturday | 9:00AM-4:00PM |
| Sunday | Closed |
| Public Holidays | 9:00AM-1:00PM |

OUR PRACTITIONERS

Dr Jackie Mak **MBBS (UNSW), FRACGP**
Fluent in Cantonese and Mandarin

Dr Chloe Ting **MBBS (Hons), FRACGP**
Fluent in Cantonese and Mandarin

Dr Wing Sze (Mandy) Lau **FRACGP, MBChB, AMC, DCH(Sydney), FPAA Certificate in Reproductive & Sexual Health**
Fluent in Cantonese and Mandarin

Dr Lok Ping (Valerie) So **MBChB, FRACGP**
Fluent in Cantonese and Mandarin

Mr Henry Hung **Physiotherapist**
Ms Lorraine Chan **Dietitian**

OUR PRACTICE NURSES

Su Lei, Yihan

OUR ADMINISTRATION TEAM

Practice Manager: Saskia Reicheld

Receptionists: Emily

OUR SERVICES

We provide a wide range of services including:

- General health care for men, women and children
- Preventative health & chronic disease management
- Antenatal and postnatal care
- Women's health and family planning
- Men's health and sexual health
- Skin checks and minor surgical procedures
- Vaccinations and immunisations
- Mental health care and care plans
- Ear wax microsuction
- Employment, driving and insurance medicals
- Telehealth consultations
- Pathology collection
- Yellow fever vaccine

APPOINTMENTS AND ACCESS

Appointments can be made by phone call to our reception team (08 6388 1168), online via our website (HotDoc) or by using Health Engine. We encourage patients to book in advanced, urgent appointments will be prioritised where possible.

If you have multiple issues or need extra time with your doctor, please let our reception team know when booking. Telehealth appointments are available, please enquire with reception to ensure this appointment is suitable for you. Home visits may be available at the discretion of your treating doctor. Enquiries can be made by talking to one of our receptionists.

AFTER HOURS CARE

For after-hours medical care:

Night Doctor

☎ Phone: **1300 644 483**

🌐 Website: <https://nightdr.com.au>

or in case of a life-threatening situation, dial 000 or attend,
 Royal Perth Hospital, Victoria Square, Perth WA 6000

COMMUNICATION WITH OUR PRACTICE

Our practice is committed to clear, respectful and confidential communication with all patients. To ensure your safety and privacy, doctors are generally unavailable to take calls during consultations; our reception or nursing team will assist or record a message for follow up. Most clinical matters, including results, prescriptions and referrals, require an appointment. Email is used for administrative purposes only and not for urgent or clinical discussions. All communication, whether by phone, email or in person is documented securely in your medical record and managed in accordance with the *Privacy Act 1988* and *Australian Privacy Principles*. Feedback about our communication processes is always welcome and can be directed to our Practice Manager. A full version of our *Communication Policy* is available at reception.

INTERPRETER SERVICES

For patients who may require a translating service, please advise reception at the time of booking.

FEES AND BILLING PRINCIPLES

We are a private billing practice. Bulk billing is provided for children under the ages of 12 on weekdays between 9:00AM and 5:00PM. *Please note, Dr Chloe Ting does not offer bulk billing services for children.*

Consultation Fees

| Description | Fee | Medicare Rebate | Out of Pocket Expense |
|--|-----------------|-----------------|-----------------------|
| Item 23 Under 10 minutes | \$95.00 | \$43.90 | \$51.10 |
| Item 23 15 - 20 minutes | \$109.00 | \$43.90 | \$65.10 |
| Item 36 20 - 30 minutes | \$155.00 | \$84.90 | \$70.10 |
| Item 44 More than 40 minutes | \$260.00 | \$125.10 | \$134.90 |
| Item 91891 Telehealth | \$95.00 | \$43.90 | \$51.10 |

Weekend and public holiday rates apply and are higher.

For late cancellations/non-attendance, a fee of \$50.00 applies. Please see our non-attendance policy for further information.

TEST RESULTS, REFERRALS AND RECORDS

Your doctor will advise when results are expected. To ensure privacy, results are not given over the phone unless approved by your doctor. Repeat prescriptions, referrals and medical certificates require an appointment.

Patients may request access to their medical records by completing a form from reception with valid identification.

- Urgent Results: The Doctor or Nurse will contact you by phone to advise you to make an appointment. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.
- Non-Urgent Results: Our automated recall and reminder system will send you a text requesting you to make a non-urgent appointment. If you have chosen to opt-out of receiving texts, you will receive a letter. If there is no answer after 3 attempts, a letter will be emailed or posted.
- Normal results: (no action required): If your doctor has marked your results as normal, we do not normally contact you. You may receive an SMS via HotDoc advising of this.

PRIVACY AND HEALTH INFORMATION

Our practice is committed to protecting the privacy and confidentiality of all personal and health information in accordance with the *Privacy Act 1988 (Cth)*, the *Australian Privacy Principles (APPs)* and relevant Western Australian legislation.

We collect personal and health information directly from patients where possible and securely store this information in our clinical software to ensure it remains protected from unauthorised access, loss or misuse. Patient information is used only for the purpose of providing quality health care, managing our clinical operations and meeting legal and professional obligations.

Information will only be disclosed to third parties with the patient's consent, where required or authorised by law (e.g. mandatory reporting or public health requirements).

All staff and contractors are bound by confidentiality agreements and receive regular training on privacy obligations.

USE OF ARTIFICIAL INTELLIGENCE (AI) SCRIBES

Our practice uses an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record, once transcribed, the audio recording is destroyed. Only your General Practitioner can access this content. You have the right to refuse the use of the AI Scribe during your consultation.

PATIENT FEEDBACK AND COMPLAINTS

We welcome your feedback to help us continually improve our services. You may speak to our Practice Manager or submit a form at reception.

If you wish to make a formal complaint, you can contact the Health and Disability Services Complaints Office (HaDSCO) on (08) 6551 7600 or mail@hadsco.wa.gov.au

YOUR RIGHTS AND RESPONSIBILITIES

Your Rights:

- Be treated with respect, dignity and privacy.
- Receive clear information and make informed decisions about your care.
- Access your personal health information.

Your Responsibilities:

- Provide accurate information about your health and contact details.
- Attend appointments on time and provide two hours' notice if you are unable to attend.
- Treat staff and other patients respectfully.