

Superclinic Midland

Patient Information Brochure

PHONE: 0892747028
www.midlandsuperclinic.com

OUR PRACTICE

Welcome to Superclinic Midland we are an accredited family practice, providing continuing medical care and advise. Our doctors share a strong commitment to family practice, preventative care and continuing education.

OUR PRACTITIONERS

Dr Adam Nuttall and Dr Robin Kirk.

CLINIC HOURS

Monday - Friday 8.00am – 5.00pm
Weekends and Public Holidays – closed.

OTHER SERVICES OFFERED

Skin cancer screening, removal of skin lesions, vaccinations and driving medicals.
We provide a comprehensive family medical service – quality care in a friendly relaxed atmosphere.

- Minor Surgery
- Spirometry
- Travel Medicine
- Skin Checks
- Wound Dressing
- Perth CPAP Sleep Services
- ECGs
- Pathology
- Immunisations
- Cryotherapy
- Employment and Insurance Medicals

All practice doctors are experienced in a broad range of general practice problems and the treatment of all age groups.

BILLING ARRANGEMENTS

We are a mixed billing practice. We bulk bill Pension/Healthcare and DVA card holders, children under 15 years. All accounts be paid at the time of consultation. Medicare rebate available same day.

WALK-IN PATIENTS

Urgent walk-ins welcome.

SPECIAL PRACTICE NOTES

Services found close by:

- Pharmacy • Pathology • Physiotherapist • WA Cardiology • I-MED Radiology • Audiologist • Orthodontist
- ORS Psychology

APPOINTMENTS

- Online booking facility available via HotDoc and HealthEngine.
- Consultations are by appointment.
- **Urgent cases can be seen on the day.**
- Emergencies will be triaged by our nursing staff however if it is not a critical emergency, you may be asked to return at later time.
- Long appointments are required for complex health issues, insurance medicals counselling for emotional difficulties, or a second opinion regarding someone else's management. This may involve a longer wait for appointment availability, however it ensures your problem gets the attention it deserves.
- Please notify us if you are unable to attend your appointment as soon as possible, unattended appointments may incur a Did Not Attend fee.
- If you have more than one matter to discuss with your doctor. Please advise the reception staff so that a longer appointment may be allocated.
- If more than one person from your family wishes to consult with the Doctor at the same time, please ensure a separate appointment is made for each family member.

HOME VISITS AND AFTER HOURS

Home visits during clinic hours are at the doctor's discretion. When we are closed, please call our **After-Hours Services Dial a Doctor on 1300 030 030 or Night Doctor on 1300 644 483.**

FEEDBACK AND COMPLAINTS

The practice team welcomes all valued feedback from our patients.

Patients have a right to complain and where possible patients are encouraged to raise any concerns directly with the practice manager. We believe most complaints can be resolved. If the complaint cannot be resolved the patients can complain to HaDSCO (Health & Disability Services Complaints Office, 469 Wellington Street PERTH 6000, telephone 08 6551 7600.

Complaints that relate to privacy issues or concerns that cannot be resolved internally are to be directed to the Office of the Australian Information Commission (OAIC), telephone 1300 363 992.

INTERPRETER SERVICE

An interpreter service is available for our non-English speaking patients. Our staff can arrange this if required.

COMMUNICATION POLICY

You may communicate with us via email frontoffice@midlandsuperclinic.com. Please note that emails are monitored periodically. Responses to general queries will be within a 48-hour time frame.

TELEPHONING YOUR DOCTOR

Although most problems are best dealt with in consultation, telehealth appointments are available to existing patients who have been seen at the clinic within 12 months and are for results only and/or repeat scripts no longer than six months since last visit to the prescribing doctor. There will always be a doctor available during normal surgery hours for emergency medical advice. To speak to the doctor regarding other matters you will need to book an in-person.

TEST RESULTS

When you have tests performed, it is your responsibility to make sure that you follow up to obtain the results.

Privacy legislation means that you normally need to make an appointment to obtain your results. This is to ensure third parties do not become privy to your private medical information. Note that you must never assume that because you have not heard from the doctor that your results are normal. Although the surgery does try to contact you when there are abnormal results, sometime all attempts fail (e.g., wrong or changed phone number, changed address, no one at home during office hours etc.). Our doctors check all incoming results daily and will send an SMS to the patient to make an results appointment. Admin staff do not have access to clinical information and are not clinically qualified to provide any information. Therefore, it is best to see the doctor who ordered the test to discuss the results and their significance. An appointment should be made for this purpose.

IMMUNISATION

A variety of immunisation is available for both children and adults and can be given by making an appointment with your doctor.

RECALL/ REMINDER SERVICE

Please advise reception staff if you do not wish to receive appointment reminders via SMS.

PERSONAL HEALTH INFORMATION

Superclinic Midland is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document, and it is our policy to always ensure the security of personal health information records. For this reason, you may be required to sign a consent form for release of any personal medical history for the purpose of ongoing treatment. This document will then be stored within your file. Please advise the reception staff if any of your demographic details have changed.