

Superclinic Midland

Patient Information Brochure

PHONE: 08 9274 7028

10/401 Great Eastern Highway Midland 6056

www.midlandsuperclinic.com

OUR PRACTICE

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

OUR PRACTITIONERS

Dr Adam Nuttall, Dr Narendra Dave.

CLINIC HOURS

Monday - Friday 8.00am – 5.00pm

Saturday - 9.00am to 3.00pm

Sunday 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 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 is available on the 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.
- Consultations are by appointment.
- **Urgent cases can be seen on the day and privately billed.**
- 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 made.

- 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 via email practicemanager@midlandsuperclinic.com. 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.

Consent for Use of Personal Information

By registering as a patient, you consent to the practice collecting, holding, using and disclosing your personal information for healthcare purposes in accordance with this policy.

Why We Collect Your Information

We collect and use personal information to:

- Provide healthcare services
- Maintain medical records
- Process billing and payments
- Undertake quality improvement, accreditation and staff training

What Information We Collect

This may include:

- Name, date of birth, address and contact details
- Medical history and clinical information
- Medications, allergies and immunisations
- Medicare number and healthcare identifiers
- Health fund details (if applicable)

Anonymity

You may deal with the practice anonymously or using a pseudonym where lawful and practical.

How We Collect Information

Information is collected via registration forms, appointments (in person, phone or telehealth), SMS, email, website or online bookings.

We may also receive information from guardians, healthcare providers, hospitals, pathology, imaging services, Medicare, My Health Record, DVA and electronic prescribing systems.

Sharing Information

We may share information:

- With other healthcare providers for referrals and care
- With IT and accreditation providers
- When required or authorised by law
- To prevent a serious health threat
- For dispute resolution or mandatory notifications
- Via My Health Record

We do not disclose personal information overseas.

Direct Marketing

We do not use your information for direct marketing without your express consent.

Improving Services

De-identified patient data may be used for quality improvement, research (with consent) and population health planning. Patients may opt out of de-identified data use.

Clinical Software & AI Tools

- Clinical software: MedicalDirector
- AI scribe tool: Heidi Health

Access is password-protected with role-based permissions and audit logs.

Heidi does not share data outside Australia. Audio recordings are destroyed and identifying information is not retained.

Patients may opt out.

Storage & Security

Information is stored electronically and may include images (e.g. scans, X-rays).

Security measures include password protection, encryption, secure storage, confidentiality agreements and restricted staff access.

Access & Correction

You may request access to or correction of your information by email, in writing or in person.

Response timeframe: 2–3 days.

Contact: Georgina, Practice Manager

Email: frontoffice@midlandsuperclinic.com

Phone: 9274 7028

Privacy Complaints

Contact: Georgina, Practice Manager

10/401 Great Eastern Highway, Midland WA

Phone: 9274 7028

Email: frontoffice@midlandsuperclinic.com

We will respond within 21 days.

If unresolved, you may contact the Office of the Australian Information Commissioner

Phone: 1300 363 992

Website: www.oaic.gov.au

Website & Digital Privacy

Our website does not collect personal information through webforms, cookies or analytics. Digital communications are handled securely.

Policy Review

This policy will be reviewed in November 2026. Significant changes will be published on our website and communicated to patients.