

# SCARBOROUGH BEACH MEDICAL CENTRE

37 Scarborough Beach Rd  
SCARBOROUGH 6019

Ph: 9341 8300

Fax: 9341 8977

Email: [office@sbmc.com.au](mailto:office@sbmc.com.au)

## Hours

Monday 8.00am -10.00pm  
Tues-Friday 7:30am – 10:00pm  
Saturday 8.30am -4.00pm  
Sun/ Public hols 9 am – 2pm  
(ALL BY APPOINTMENT)

## After Hours

After hours medical assistance  
Ph: 9321 9133

**SCARBOROUGH BEACH MEDICAL CENTRE**  
is a family practice that can also provide services for a wide range of specialised needs. This practice is committed to providing quality health care in a friendly and caring environment.

This booklet is intended to help you obtain maximum benefit from the services and facilities available.

## SERVICES AVAILABLE

Our Practice provides a wide range of medical care and services which include:

- Diagnosis and management of short-term illness
- Management and co-ordination of care for
- Chronic illness
- Work related injury and illness
- Travel advice and immunisations...please make appointments at least 6 weeks prior to travelling
- Insurance, Employment and Diving Medicals
- Minor operative procedures
- Biopsy and removal of skin cancers
- Liquid Nitrogen treatment of warts and other lesions
- Sporting and other injuries
- ECG
- Gynaecological and breast examinations
- Family planning and contraception
- Pregnancy testing
- Menopause care
- Newborn and childhood checks
- Full range of immunisation care
- Diabetes care
- Asthma program
- Cardiovascular care
- Senior (75 years plus) health assessments
- 45 – 49 years health check
- Psychological problems
- Men's health

## Fees

This Practice is a mixed billing practice and fees are charged according to the consulting doctor.

Reception staff will be able to give an indication as to what the consulting doctor may charge and the Medicare refund if applicable when making your appointment.

## Practice Privacy Policy

This Practice is committed to maintaining the confidentiality of your personal information. Your medical records are confidential documents. 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 authorised members of staff.

Patients are able to request a copy of health information by signing a request and arranging with their doctor

## Recall system

Reminders are issued for patients to make an appointment for routine follow-up for specified conditions:

Immunisation, pap smear, cancer follow-up, blood test for certain conditions, annual medical check for over 75's and as advised by a doctor for other defined situations.

If you do not wish to be part of our recall system please advise your doctor or reception.

## Appointments

Consultations are by appointment and you are encouraged to request an appointment with your preferred doctor. Most appointments take 10 -15 minutes. If you anticipate spending longer with the doctor then please advise the receptionist when making the appointment. **All emergencies will be seen promptly. (This may create unavoidable delays for patients waiting.)**

**Appointments can also be made via the Health Engine web site.**

## Cancellations

Wherever possible we require a minimum of 3 hours notice for cancellations.

Non attendance without notice will be recorded and after 2 missed appointments patients may be charged a Non Attendance Fee.

Non attendance is costly for the Practice and unfair to other patients unable to obtain a consultation.

## After Hours

Our after hours cover is provided by:

“WADMS” and they can be contacted on 93219133.

The locum service will forward copies of attendance notes, investigational results and admission notifications pertaining to a patient’s attendance to this practice within 24 hours. Their charges vary according to the time of consult and the length of the consult.

The locum service does bulk bill pensioners.

## Home visits

Our doctors do not usually provide this service due to our extensive after hour’s service. If you are too ill to attend the Practice please phone and our staff will arrange for a Locum to attend your home (Please see After Hours)

## Interpreting services

We are able to provide a telephone interpreting service at the time of your appointment if required.

**THIS IS A NON SMOKING PRACTICE.**

## Communication with doctors

**Telephone calls:** Doctors are often unable to take telephone calls during consultations. Calls should be minimised as they interrupt consultations and inconvenience patients in the surgery. In many cases the reception or nursing staff may be of assistance. Alternatively, a message can be relayed to the doctor.

**Emails:** The Practice email is for **administration purposes ONLY** and NOT for communication with doctors. Doctors do not have email access. For confidentiality reasons, patients are requested to refrain from attempting to contact doctors electronically.

## Results

Patients are asked to contact the Practice between 2.00pm – 4.00 pm Monday to Friday to check results. Patients should make a follow up appointment with the referring doctor to discuss any queries regarding their results. Reception staff are NOT medically trained and cannot give details of test results.

## Repeat prescriptions

Repeat prescriptions are normally written during the consultation. If a repeat prescription is required without a consultation there is a small charge. Whilst appearing ‘simple’ it is time consuming for staff and doctors. I am sure you will appreciate that doctors review patient history before prescribing medication....even medication used on a regular basis by the patient, and all prescriptions written have to be documented.

**PLEASE NOTE NOT ALL DOCTORS WILL PRESCRIBE WITHOUT CONSULTATION AND A FEE OF \$10 MAY BE PAYABLE**

## Referrals

To ensure quality and continuity of care, patients who wish to be referred to a specialist should discuss the matter with their doctor during a consultation.

## Patient Feedback and Suggestions

We continually strive to improve the standard of professional service to our patients. If you are not happy with any aspect of the service you receive from this practice, please let us know. The Practice Manager is happy to be contacted and to discuss any problems or suggestions you may have or if you wish to remain anonymous then a suggestion box is kept in the waiting room.

If you feel you need to discuss the matter outside the practice, the government funded body for dealing with health complaints in Western Australia is:-

Health & Disability Services Complaints Office  
7<sup>th</sup> Floor, Albert Facey House  
469 Wellington Street  
Perth WA 6000

**This practice is committed to quality improvement and is accredited with AGPAL**