

# MILL POINT MEDICAL

2/2 Meadowvale Avenue, South Perth WA 6151

Phone: (08) 9367 7840 Fax: (08) 9368 6390

Email: [reception@millpointmedical.com](mailto:reception@millpointmedical.com)

After Hours Night Doctors: 1300 644 483

[www.millpointmedical.com](http://www.millpointmedical.com)

## PRACTICE INFORMATION SHEET

### OPENING HOURS

|                          |                   |
|--------------------------|-------------------|
| Monday                   | 9.00 am - 4.30 pm |
| Tuesday                  | 8.00 am - 4.30 pm |
| Wednesday                | 8.00 am - 4.30 pm |
| Thursday                 | 9.00 am - 4.30 pm |
| Friday                   | 9.00 am - 4.30 pm |
| Saturday                 | 9.30 am - 12.30pm |
| Sunday & Public Holidays | Closed            |

### DOCTORS

Dr Thet Wai (Practice Principal Owner)  
Dr Joseph Diaz  
Dr Khine Su Myat  
Dr May Maung  
Dr Seyed Mohammad Marashi  
Dr Khine Zin Wah

### ALLIED HEALTH

Satvinder Notay, Podiatrist (Foot Matters)  
Adhana Osmanbasic (Bloom Hearing Specialist)

### CLINIPATH PATHOLOGY

Monday - Friday 9.00 am – 1.00 pm  
Weekend & Public Holidays - Closed

### ADMINISTRATION & NURSES

Rheeann (Practice & Operations Manager)  
Katelyn (Receptionist/Registered Nurse)  
Brooke (Receptionist)  
Ginger (Receptionist)  
Gurisha (Registered Nurse)

### APPOINTMENTS

- Bookings can be made online via HotDoc, by phone or in person at reception.
- Walk-ins accepted only if available on the day or urgent; patients triaged per policy.
- Home visits are provided when medically required.
- Urgent or same-day appointments are accommodated when possible.
- Longer appointments (complex issues, mental health, procedures, health checks) must be booked by phone or in person.
- Patients are asked to arrive on time or notify reception if delayed.
- Cancellation must be made at least one business day in advance.

- A fee applies for late cancellations or missed appointments.

### BILLING INFORMATION

- Private, mixed and bulk billing available as determined by the practice bulkbilling criteria and Dr's discretion.
- Fees, rebates and out-of-pocket costs are explained at reception, online and in the waiting area.
- Bulkbilling applies to children under 16 years old with valid Medicare Card, Pensioners/Concession and Commonwealth Seniors Health Care Card Holders.
- Payment is required on the day.
- Additional fees may apply for procedures, dressings, form or work-related medicals.

### AFTER HOURS AND EMERGENCY CARE

- Night Doctor: 1300 644 483
- Emergencies: call 000 immediately

### REPEAT PRESCRIPTIONS & REFERRALS

- Repeat prescriptions and routine referrals generally require an appointment but some may be issued at GP's discretion.
- Referrals cannot be backdated.

### **TEST RESULTS & FOLLOW UP**

- Patient are encouraged to book follow-up appointments to discuss results.
- Reception is not permitted to provide clinical advice.
- Recall/reminder systems are used for significant follow-up care.

### **PATIENT FEEDBACK & COMPLAINTS**

- Patients are welcomed to provide feedback verbally, in writing, via website or scan QR code.
- Complaints can be directed to Health and Disability Services Complaints Office (HaDSCO)
  - Phone: 1800 813 583
  - Website: [www.hadsko.wa.gov.au](http://www.hadsko.wa.gov.au)

### **INTERPRETER SERVICES**

- Services are available on request:
  - TIS National (languages support)
  - National Relay Service (hearing/speech impairment).
- Patients need to request before their appointment.

### **PATIENT RIGHTS & RESPONSIBILITIES**

- Patients have the right to:
  - Confidential, safe, and respectful care

- Participate in decisions regarding their healthcare
- Access their personal health information
- Patients are responsible for:
  - Providing accurate personal and medical information
  - Treating staff with courtesy and respect
  - Attending appointments on time or cancelling when unable to attend

### **PRIVACY & CONFIDENTIALITY**

- Mill Point Medical complies with Privacy Act 1988 and Australian Privacy Principles.
- Personal information is collected for safe care.
- Health records are stored securely. Patients may request access to their records.
- Patient records can be accessed by the practice with a signed request.
- Our full privacy policy is available at reception and online.

### **COMMUNICATION POLICY**

- Patients may be contacted by phone, SMS or secure messaging (HotDoc) for reminders, appointments and recalls.
- Clinical information is not sent via unsecured email unless patient consent is provided.

### **PRACTICE SERVICES**

- General consultations
- Chronic disease management
- Preventative health screenings
- Immunisation
- ECG
- Men's & women's health
- Mental health
- Minor procedures
- Health assessments
- Care plans and reviews

Standard consults are 15 minutes.  
Long consults are 30 minutes and more.  
Minor procedures include stitch removal/excisions.

### **TELEHEALTH SERVICES**

- Telehealth appointments are available for eligible patients under current Medicare guidelines and GP approval.
- Telehealth is not suitable for all medical conditions; a face-to-face consult may be required.

### **INFECTION CONTROL & SAFETY**

- Our practice follows national infection control standards and maintains accredited sterilisation processes.
- Patients with respiratory symptoms will be asked to wear a mask before entering the practice.

