



Ballajura Medical Centre

ABN: 58 642 518 524
114 Illawarra Crescent South
BALLAJURA WA 6066
Ph: +61 (8) 9249 1311
Fax: +61 (8) 9249 2214

Practice Information Sheet

Surgery Hours:

Monday to Thursday	8:00am to 8:00pm
Friday	8:00am to 8:00pm
Saturday	8:00am to 5:00pm
Sunday	9:00am to 1:00pm

Practice Doctors

- **Dr Mulenga Chibiliti** - interest in general medicine, teaching, occupational and travel medicine
- **Dr Abisoye Oyenaiké** - interest in general medicine, teaching, occupational and travel medicine
- **Dr Lyn Minsker** – interest in general family medicine and women's health
- **Dr Orna Gabbay** - interest in general family medicine and therapeutic and cosmetic medicine
- **Dr Esther Moses** - interest in general family medicine and acupuncture
- **Dr Vasanth Govindappa** - interest in general family medicine, teaching, occupational, therapeutic and cosmetic medicine
- **Dr Ademola Davies-Hakiem** - interest in general family medicine, Chronic Health and Skin Cancer

Practice Manager

- Maria

Registered Nurse

- Vida and Glynis

Enrolled Nurse

- Fareda and Paula

Receptionist

- Ilana
- Lidija
- Katerina
- Julie
- Angelo
- Sarah
- Juanita
- Libby
- Yusra
- Mari

Practice Services

- Health Assessments
- Travel Vaccinations
- Care Plans
- Mental Health
- Women's Health
- Men's Health
- Children's Health
- Therapeutic Injections
- Acupuncture
- Dietitian
- Childhood Vaccinations
- Commercial Drivers License
- Employment Medicals
- Workers Compensation Visits
- Motor Vehicle Visits



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Health Assessments

Ballajura Medical Centre provides a range of preventative health services and health assessments based on each patient's health care needs. The key aim of a health assessment is to provide a comprehensive overview of all aspects of your health and wellbeing. A health assessment can initiate extra assistance to maintain good health and prevent ill health in the future. Your doctor will always provide you with a written summary for you to keep so that over time you can monitor your progress towards achieving your stated goals.

GP Management Plans and Team Care Arrangements

A General Practitioner Management Plan (GPMP) is a written plan to help you manage a chronic and/or complex condition, e.g. diabetes, arthritis, heart disease, osteoporosis, cancer.

As part of your plan, your doctor may identify that you could benefit from the assistance of other Health Care providers. A Team Care Arrangement involves a minimum of two other health care professionals who will provide ongoing services in addition to your doctor, e.g. physiotherapy, dietician, podiatrist.

If you are unsure if you qualify for a plan, please see your doctor. Medicare Australia has restrictions on who can and cannot receive management plans.

After hours & Emergency

The clinic has engaged the services of WADMS to provide a locum service for the after-hours medical care of patients. Information on the locum service is recorded on the surgery's night answering machine.

WADMS can be contacted on: Telephone: 9321 9133

Outside of the clinic's normal hours of operation, in cases of medical emergency, patients can seek assistance from:

Joondalup Health Campus
Cnr Grand Blvd & Shenton Ave,
JOONDALUP WA 6027
Telephone: (08) 9400 9400

The hospital's Emergency Department operates 24 hours a day, 7 days a week.
For an ambulance call the emergency services operator on 000.

Appointments:

Our practice offers a flexible appointment system with the ability to accommodate patients with urgent, non-urgent, complex, planned chronic care and preventive health care is essential in our practice.

There are times when patients require urgent access to a GP. Our practice has a system in place to anticipate such needs, which includes having book on day appointments for emergencies.

Online appointments:

Visit our website www.ballajuramedical.com.au and book your next appointment online!

Long Consultations:

Patients will be encouraged to ask for a longer consultation and that this is accommodated if they consider it necessary. If you have more than one issue to discuss with the GP please let the receptionist know so they are able to vary the length of your appointment if necessary.

Walk In Appointments:

We encourage patients to avoid having to walk in but we understand enough to know that sometimes emergencies can happen and we try to be accommodating in these circumstances.

Home Visits

Visits are performed by a deputising service on behalf of our practice. The practice has engaged the services of WADMS to provide a locum service medical care of patients for emergency situations.

Billing Arrangements

We are a private practice and require full payment on the day. Bulk billing & concessional rates are at the discretion of the doctor. EFTPOS is available but not for cash out and personal cheques cannot be accepted. Details of specific consultation fees can be obtained from our Receptionists.



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Consultation Fees:

Monday – Friday and Saturday morning:

Standard Appointment \$ 70.00

Long Appointment \$ 100.00

Out of Hours Fees:

Monday – Friday After 8pm, Saturday afternoon after 1pm, Sunday and Public Holidays

Standard Appointment \$ 85.00

Long Appointment \$ 118.00

Bulk billing is available for all children up to the age of 16 years and if you hold a current Medicare Card with a:

- Pensioner Card
- Health Care Card
- Commonwealth Seniors Health Card

Did Not Attend Fee

We appreciate a minimum of an hour notice for all appointment cancellations to avoid a DNA fee.

Standard Appointment \$ 40.00

Long Appointment \$ 80.00

Telephone Calls & Communication with Doctors

It is our practice policy to help avoid delays and maintain confidentiality to not interrupt the doctors during consultations except in the event of a medical emergency. All patients are required to make an appointment for non-urgent advice, repeat prescriptions, referrals and most test results. Our reception staff will try to resolve any minor non-medical issues for you and one of our nurses if available will be able to help with urgent medical advice.

Recall & Reminder System

There are many reasons why our practice coordinates a structured recall and reminder system. In the first instance, it provides you with the safety and comfort of knowing that your doctor is monitoring your health from a distance by issuing reminders for follow up or preventive care and recalling you to discuss results of test requests and referrals. Please indicate on the New Patient registration form if you consent to being added to the recall and reminder system.

Interpreter Services

Patients are encouraged to use the free Translating and Interpreting Service. This free service is available 24 hours a day via telephone on 131 450. If you require an interpreter service during your consultation, please let the receptionist know and we will organise one for you.

Another free interpreting service is available for patients who are deaf and use Australian sign language (AUSLAN). Their contact details are: 1800 246 945 or website www.nabs.org.au

Management of your Personal Health Information

Keeping in line with the National Privacy principles your medical records are maintained as a confidential document. It is the policy of the practice to maintain security of personal health information at all times.

Patient Feedback

Patient satisfaction affects health outcomes and our practice acknowledges that patient feedback and complaints are an important source of information. Our practice provides patients with the opportunity to provide compliments, complaints or suggestions. We have a box in the waiting area with forms next to it for your convenience.

If for any reason you are not satisfied with the service you have received and do not wish to discuss this with us, the following information is for the state health complaint agency:

The Health and Disability Services Complaints Office (HaDSCO)

GPO Box B61, PERTH WA 6838

Phone: 1800 813 583

Email: mail@hadsco.wa.gov.au