



### **Management of your Personal Health Information**

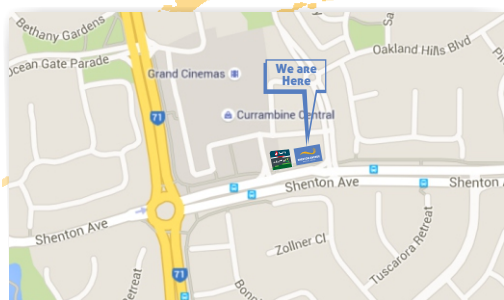
Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

Please note that we share data with national registers. In particular with the Cervical Cancer Register, National Bowel Cancer Screening Program and Australian Childhood Immunisation Register.

This is done to ensure that you have a continuity of care should you change practice.

We also collate and use our clinical data to improve our service through accreditation and clinical audits to ensure consistency of management across our practice. You have the right to opt out of this practice.

We abide by the 10 national privacy principles available at [www.privacy.gov.au](http://www.privacy.gov.au)



### **Your Rights**

Shenton Avenue Medical Centre aims to provide a professional service to all our patients. However, if you have any concerns about any part of our service, please let us know via our Practice Manager in person, in writing or by filling out our complaints form, available from reception.

We take all concerns, suggestions and complaints seriously. We are always open to ways of improving our services in areas of communication and delivering quality healthcare.

For matters to be dealt with outside this service, please contact the following formal complaints body.

Health & Disability Services Complaints Office  
GPO Box B61  
Perth WA 6838

Phone: 1800 813 983  
email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)  
Web: <http://www.hadsco.wa.gov.au>



**Accredited  
General Practice**

# **SHENTON AVENUE**

## **MEDICAL CENTRE**

**Promoting good health & vitality.**

### **BULK BILLING PRACTICE WALK-INS WELCOME**

#### **OPENING HOURS**

Monday to Friday	7:30am to 9:00pm
Saturday	8:00am to 5:00pm
Sunday	9:00am to 5:00pm
Public Holidays	Closed

### **OPEN 7 DAYS A WEEK**

#### **OUR DOCTORS**

Dr. SAM HANNA MBBCH, AMC, FRACGP  
Dr. CLARE JONES MBBCH, BSc, (Hons), MRCGP  
Dr. JULIUS TAN MBBS, MAFP, FRACGP  
Dr. NASH QAMAR MBBS, BSc, MCPCPZ, FRACGP

#### **LANGUAGES SPOKEN**

Arabic, Malay, Punjabi, Hindi, Urdu and Mandarin

#### **Contact Us...**

**Phone: (08) 9305 3232**

**Fax: (08) 9304 0334**

**Unit 3a/94 Delamere Avenue  
CURRAMBINE, WA, 6028**

Website: [www.shentonavemedical.com.au](http://www.shentonavemedical.com.au)

## Welcome...

The doctors and staff would like to welcome you to Shenton Avenue Medical Centre. We hope your visit will be a pleasant experience and we will endeavour to assist you in any way possible.

## Appointments

Please call (08) 9305 3232 for an appointment, every effort will be made to accommodate your preferred GP and time, advise our reception staff if you require a longer consultation.

*Ensure you 'Check In' with our friendly reception staff on arrival to avoid unnecessary delays.*

We offer an **Interpreter Service** for your appointment if needed. Please advise reception if you require this service.

## Cancelling an Appointment

We understand that things in life can happen and plans change, if you can not attend your appointment we kindly request you give us at least **2 hours notice** so we can make your appointment available to another patient. Please call our reception staff on (08) 9305 3232 to cancel your appointment.

***Urgent Medical Matters will be dealt with promptly.***

## Online Appointments

If you make an online Appointment and decide you no longer require it, please ensure you call our reception on (08) 9305 3232 so we can remove/reschedule your appointment.

## After Hours Service

If you require medical attention after hours please call Joondalup After Hours Clinic on (08) 9400 9988 they are open from **7:00pm - 11:00pm** weekdays and **3:00pm - 11:00pm** weekends.

After opening hours please call our Locum Service on (08) 9328 7111.

## Home Visits

Home visits are only available to registered patients who have a medical condition which prevents them from attending the surgery. Please call our receptionist if you require this service. **In a life-threatening emergency, please dial 000 or visit Joondalup Health Campus Emergency Department. (Cnr. Grand Blvd. & Shenton Ave. Joondalup 6027)**



# SHENTON AVENUE

MEDICAL CENTRE

*Contact Us...*

**Phone: (08) 9305 3232**

**Fax: (08) 9304 0334**

## Results of Tests Procedure...

Your doctor will advise you when your results are expected to arrive at the practice.

Please make an appointment for all results preferably with the doctor who ordered the test.

*Results will not be given over the telephone due to the Privacy Act.*

## Reminder System

Our surgery is committed to preventative care.

The doctor seeks your permission to be added to our reminder system.

To ensure the smooth running of the reminder system please ensure that your contact details are up to date. Change of Address/Name Forms are available from reception.

## Telephone Messages

Our doctors do not give consultation over the telephone, please make an appointment with our receptionist.

If you need non-urgent medical advice you may call Health Direct on 1800 022 222. Health Direct is a 24hr telephone Health Advice Line.

## Services

We provide a full range of General Practice Services including

Family Medicine all ages

Treatment of Acute and Chronic Conditions

Flu Vaccine Available

Skin Cancer Checks & Removal

GP Management Plans

Preventative Medicine

Women's Health

Breast Screening Referrals

Men's Health

Antenatal and Postnatal Care

Childhood Immunisation

Paediatric Care

Geriatric Care

Blood Pressure Tests

INR Testing and Management

ECG and Stress Tests

Travel Advice and Vaccinations

Occupational Health - workers compensation and motor vehicle injuries

Pre-Employment Medicals

Driving Medical Examination

Diving Medical

Spirometry

Sexual Health

Pap Smears

Counselling and Psychological Services - inc referrals

Physiotherapy

Podiatry

Dietitian

On Site Pathology

**Promoting good health & vitality.**