



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



Your Rights

Alkimos Beach 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
Web: <http://www.hadsco.wa.gov.au>



**Accredited
General Practice**

Alkimos Beach MEDICAL CENTRE

Promoting good health & vitality.

**BULK BILLING PRACTICE
WALK-INS WELCOME**

OPENING HOURS

Monday to Friday	8.30am to 6.00pm
Saturday/Sunday	Closed
Public Holidays	Closed

OUR DOCTORS

Dr. ESSAM BOTROS MBBCH
Dr. SAM HANNA MBBCH, AMC, FRACGP, DIP DERMOSCOPY

LANGUAGES SPOKEN
Arabic, English

Contact Us...

**Phone: (08) 9502 9766
Fax: (08) 9502 9767**

**UNIT 6/1 GRACEFUL BOULEVARD, ALKIMOS,
PERTH WA 60388**

Online bookings available at either....



www.alkimosbeachmedical.com.au

Welcome...

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

Appointments

Please call (08) 9502 9766 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) 9502 9766 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) 9502 9766 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)



**ALKIMOS BEACH
MEDICAL CENTRE**
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Contact Us...
Phone: (08) 9502 9766
Fax: (08) 9502 9767

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

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