

**THE WESTERN MEDICAL CENTRE**  
**CNR WILLIAMSTOWN ROAD & SOMERVILLE ROAD**  
**YARRAVILLE 3013**  
**Ph. 9351-7699 or after hours 132660**  
[www.thewesternmedicalcentre.com.au](http://www.thewesternmedicalcentre.com.au)  
or book online

**OPENING HOURS**

|            |                   |
|------------|-------------------|
| Mon to Fri | <b>8am – 6pm</b>  |
| Sat        | <b>8am – 10am</b> |
| Sun        | <b>Closed</b>     |

**OUR DOCTORS**

**Dr Andrew Kerwin** MBBS, FRACGP

Has special interest in Children's Health, Travel Health, Dermatology, Preventative and Men's Health.

**Dr Peter Andrianakis** MBBS, Ph.D, FRACGP **SPEAKS GREEK**

Has special interest in Occupational and Rehabilitation, Musculoskeletal & Sports Injuries, Diabetes, Hypertension and Men's Health.

**Dr Gretel Heitbaum** MBBS, DRANZCOG, FRACGP

Has special interest in Children, Adolescent & Sexual Health, Family Planning, Women's, Shared Care Obstetrics and Travel Health. Implanon accredited. IUD insertion accredited.

**Dr Khueenie Cheong** MB, BCh, BAO, DRANZCOG, FRACGP

Has special interest in Family Health and Shared Care Obstetrics.

**Dr Lina Nido** MBBS, BMedSc, FRACGP

Has special interest in Children's Health, Dermatology, Family Medicine and Preventative Health. Implanon accredited.

**Dr Jessica Wrigley** MBBS, DRANZCOG, FRACGP

Has an interest in all aspects of general practice and Shared Care Obstetrics. Implanon accredited.

**Dr Katherine Ramsay** MBBS, DRANZCOG, FRACGP

Has an interest in all aspects of general practice and Shared Care Obstetrics. Implanon accredited.

**Dr Claire Mahoney** MBBS, BBiomedSci, FRACGP

Has an interest in all aspects of general practice and Shared Care Obstetrics. Implanon accredited.  
*Currently on maternity leave.*

**Dr Jessica Jose** BMed, SchP, CDPM, FRACGP

Has an interest in all aspects of general practice. Implanon accredited.

**Dr Alex McCutchan** MD, DRANZCOG, FRACGP

Has an interest in all aspects of general practice. Implanon accredited. IUD insertion accredited.

**Dr Tahlia Sugrue** MD, CWH, FRACGP

Has an interest in all aspects of general practice. Implanon accredited. IUD insertion accredited.

**Dr Ryan O'Rafferty** MD, BBiomedSci

Has an interest in all aspects of general practice.

**Gretel – Office Manager      Julie and Debbie – Practice Nurse**  
**Michelle, Vanda, Samantha, Emily, Alexa, Zoi, Kristy – Office Staff**

**MAKING APPOINTMENTS**

You can make an appointment with your doctor by phoning the surgery. Urgent attention will be given if required. A standard consultation is 15minutes. If a longer consultation is required please inform the reception staff when booking. You may be offered enrolment in our reminder system. Ask your doctor or reception for details.

**\*If unable to attend, cancellation is required prior to your appointment or a charge may apply\***

**NURSE CONSULTATIONS**

Current patients of our practice can make an appointment with our nurses Julie and Debbie by telephoning the surgery. All new patients are required to see a Doctor on their first visit, which can then be followed with one of our nurses.

Nurse consultations include:

- Childhood immunisations
- Healthy kids check – Are you school ready?
- Health assessments (Over 75)
- Diabetic Health checks
- Wound care, wound management
- Travel vaccinations
- Desensitisation injections

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**AFTER HOURS CARE**

If you need to contact a doctor outside of our consulting hours, a locum doctor can visit you by phoning **132660**.

**FEES AND BILLING**

The Western Medical Centre is a mainly Private Billing Practice.

From July 2024 - Our consultations fees are:

| <b>MONDAY-FRIDAY</b>                      | Consultation Fee | Medicare Rebate | Out of pocket expense for you |
|---|------------------|-----------------|-------------------------------|
| Standard Consultation                     | \$97.00          | \$42.85         | \$54.15                       |
| Booked Long consultation                  | \$160.00         | \$82.90         | \$77.10                       |
| <b>Pensioners/Healthcare card holders</b> |                  |                 |                               |
| Standard Consultation                     | \$75.00          | \$42.85         | \$32.15                       |
| Booked Long consultation                  | \$140.00         | \$82.90         | \$57.10                       |
| <b>SATURDAYS</b>                          |                  |                 |                               |
| Standard Consultation                     | \$100.00         | \$42.85         | \$57.15                       |
| Pensioners/Healthcare card holders        | \$85.00          | \$42.85         | \$42.15                       |

Payment is expected at time of consultation. We are unable to accept cheques.  
Please talk to reception staff or your doctor for further details.

Eftpos facility available: We accept Visa, Mastercard and Eftpos. Card surcharges may apply.

Workcover, TAC and similar schemes are the responsibility of the patient to pay and then seek reimbursement from their employer/insurance company or TAC except for patients consulting with Dr Andrianakis.

**MEDICARE ONLINE CLAIMING**

If you have registered your bank account details with Medicare, your Medicare Rebate should be in your bank account within 24 hours.  
Please speak to our reception staff for further details. Private Billing Practice.

**HOME VISITS**

Home Visits are available for regular patients of the practice who are unable to attend the surgery at the discretion of their doctor.  
Visits can also be arranged for patients in nursing homes. Speak to reception staff in regard to fees charged.

**TELEPHONING YOUR DOCTOR**

You can contact doctors in this practice by telephone during normal surgery hours. A message will be taken when the doctor concerned is with another patient. Of course, in an emergency calls will be put straight through.

**RESULTS**

Please call reception for your results daily after 1pm (unless instructed otherwise by your doctor)

**HEALTH RELATED SERVICES**

Pathology is available nearby and normally bulk billed. X-ray and a variety of facilities are in the area -a fee may be payable.  
Immunisation, General minor surgery, Physiotherapy, Psychology, Podiatry, Denture Clinic and Dental Surgery are also available on site or nearby. There may be a fee for these services.

**WHAT'S NEW?**

Following your feedback we have started SMS appointment reminders and check-in facilities via your phone.  
Book Appointments Online at [www.thewesternmedicalcentre.com.au](http://www.thewesternmedicalcentre.com.au)

**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 authorized members of staff.

**This practice welcomes your feed back and any suggestions you may have to improve the quality of care. If you feel there are any concerns that have not been able to be dealt with adequately by staff and doctors at this practice, complaints can be made further to the Health Services Commissioner on 03 8601 5200.**