

THE WESTERN MEDICAL CENTRE
CNR WILLIAMSTOWN ROAD & SOMERVILLE ROAD
YARRAVILLE 3013
Ph. 9351-7699 or after hours 132660
www.thewesternmedicalcentre.com.au
or book online

OPENING HOURS

Mon to Fri	8am – 6pm
Sat	8am – 10am
Sun	Closed

OUR DOCTORS

Dr Andrew Kerwin MBBS, FRACGP

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

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 Darra Murphy MB, BCh, BAO, MICGP, FRACGP, MFamMed, FASPM

Has special interest in Family medicine, Psychotherapy, Trauma, Rehabilitation and Musculoskeletal Medicine.

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

Has special interest in Family Health and Shared Care Obstetrics.

Dr Christine Longman MBBS, DRACOG, FRACGP

Has special interest in Women's Health and Shared Care Obstetrics. Implanon accredited.

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 Rybak MBBS, BMedSc, FRACGP

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

Dr Naima Rahman MBBS, BMedSc, DRANZCOG, FRACGP

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

Dr Antje Theilhaber MD, FRACGP

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

Gretel – Office Manager Julie and Debbie – Practice Nurse
Michelle, Wendy, Vanda, Annette, Anne, Joanne, Samantha – 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 1st July 2016 - Our consultations fees are:

MONDAY-FRIDAY	Consultation Fee	Medicare Rebate	Out of pocket expense for you
Standard Consultation	\$75.00	\$37.05	\$37.95
Booked Long consultation	\$135.00	\$71.70	\$63.30
Pensioners/Healthcare card holders			
Standard Consultation	\$57.00	\$37.05	\$19.95
Booked Long consultation	\$120.00	\$71.70	\$48.30
SATURDAYS			
Standard Consultation	\$80.00	\$37.05	\$42.95
Pensioners/Healthcare card holders	\$70.00	\$37.05	\$32.95

Please note this is the first increase in fees for 3 years.

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, Amex and Eftpos.

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 because of their medical conditions. 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.
Book Appointments Online at 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.