

Patient Information Sheet

Updated Aug 2017. Next update Nov 2017.



ABOUT US

Banksia Medical Centre is a fully accredited general practice, and was established back in 1979 by Dr Graham Jacobs MLA, in a little house on 47 Dempster St. Esperance.

The team at Banksia has a “Can-do!” attitude about health, feel strongly about providing quality care, and encourage safety & preventative health in the community.

GENERAL INFORMATION

OPEN 8:30am to 5:00pm Weekdays
Some Weekends and Public Holidays (as specified only*)

ADDRESS 47 Dempster St. | PO Box 318 Esperance, WA 6450

DOCTORS Dr Graham Jacobs (Full-time) Dr Genevieve ‘Gen’ McPherson (Part-time)
Dr Hermanus ‘Manus’ Lochner (Full-time) Dr Patrick Glackin (Casual)

CONTACT Phone: (08) 9071 1511 Fax: (08) 9071 3995
E: reception@banksiamedical.com.au manager@banksiamedical.com.au

ONLINE www.banksiamedical.com.au www.facebook.com/banksiamedical

SERVICES

General Practice

- Men’s, Women’s & Children’s health
- Excision of lesions & various skin procedures
- Hospital In-Patient care
- Chronic disease management
- Wound management & suture/staple removal
- And more!

Industrial Health

- Pre-employment and other medicals
- Drug & Alcohol screening (Urine, saliva, breath)
- Audiometry (including WorkCover)
- ECG, & spirometry
- Quality Worker’s Compensation care
- And more!

APPOINTMENTS & BOOKINGS

Banksia Medical Centre runs on an appointment system; bookings can be made over the phone or in person. Walk-in patients are welcome, however patients with pre-booked appointments and urgent health conditions will be given priority.

Online booking requests are available via our website and Health Engine.

FEES & PAYMENTS

Banksia Medical Centre fees are based on the Australian Medical Association’s recommendations, but out-of-pocket amounts are generally charged at 100% of the rebate (50% for the Concession Discount).

Consumable items (ie. Anaesthetic, sutures) used during your visit may be billed in addition to your consultation. These items do not attract a Medicare rebate.

Cash, cheques, Debit, Mastercard and Visa payments are accepted, and payment is expected on the day of your consultation unless otherwise arranged.

Bulk billing is applied for certain types of services (ie. chronic disease care plans, mental health care plans).

Other services are only bulk billed at the discretion of your Doctor.

Common Services	Full Cost	Discount Cost	Rebate
Standard consult (MBS Item 23)	\$75.00	\$60.00	\$37.05
Long consult (MBS Item 36)	\$135.00	\$110.00	\$71.70

Different item numbers apply to Saturday Afternoon & Public Holiday clinics, and incur higher fees



Patient Information Sheet Continued...

RESULTS

All results must be reviewed by a GP before being given to the patient. In the event that your GP requests an appointment or specific information is to be given regarding your results, the practice nurse (or receptionist) will attempt to contact you. Should the matter be of urgency or importance, multiple attempts to contact you will be made and documented.

We may not always call you to give you test results, but if you don't hear from us you are more than welcome to see a nurse or call for your results.

SCRIPTS

Scripts requested outside of an appointment will incur a \$10 fee (per request, per patient) payable upon collection, and can often take 24-48hrs to be ready. Repeat scripts can be requested via our website, however patients may be required to have an appointment for repeat scripts for the following reasons:

- If the script is for antibiotics
- If the last GP visit was > 6 months
- If the patient is new to Banksia
- If the script requested is for an S8 medication
- If the script requires PBS Authority
- If the particular medication has not yet been prescribed for you at Banksia
- If the Doctor asks to see the patient for any other reason

PATIENT HEALTH INFORMATION

This practice is moving towards a completely electronic filing system. For each patient we have an individual patient health record containing all the health information held by our practice about that patient.

**We are happy to provide you with a health summary free of charge!
This can be helpful should you be expecting to travel.**

COMMUNICATION POLICY

Patients of our practice are able to obtain timely advice or information related to their clinical care by telephone and electronic means (where in use) where a general practitioner determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

Emails and Faxes are checked regularly throughout each working day. Banksia Medical Centre uses ActiveFax (a computer based Fax program) which enables all incoming and outgoing faxes to be recorded and archived.

We are happy to fax referrals for you!

AFTER HOURS SERVICES

REMEMBER TO PHONE '000' FOR EMERGENCIES

Emergency Department	(08) 9079 8000	Hicks St. Esperance
Healthdirect	1800 022 222	24 hour health advice and information you can count on!
ReadyCare	1800 225 523	GP Care by phone in Rural WA when your GP is not available.
Rural Link	1800 552 002	A specialist after-hours mental health telephone service for the rural communities of Western Australia.

COMPLAINTS & FEEDBACK

We value your feedback and aim to provide the best possible patient care and customer service possible. If you have positive feedback and would like to give us a public review, please do so on Google, Health Engine, and/or Facebook.

Please submit any negative feedback or suggestions via our website; these will come straight through to the Practice Manager. If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor or the practice manager as a matter of priority.

For further advice regarding health service related complaints please contact the Health and Disability Complaints Office on 1800 813 583

For any further information, please ask one of our friendly receptionists.

