



# Patient Information Sheet

Updated 23/10/2018. Next scheduled update OCT 2019.

**ABOUT US** Est. 1979 by Dr Graham Jacobs. Fully accredited Private General Practice.

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

**OPEN HOURS** 8:30am - 5:00pm **Weekdays** & 9:00am – 3:00pm **Saturdays**  
After-hours & on-site services by arrangement with Management



**CARE VALUES** **Patient-Centred Care:** *We are committed to understanding the needs of our patients and working together with them to achieve their health goals.*

**Genuine Care:** *We are committed to going the extra mile, providing a positive environment, and working together with other health professionals for the best outcome of our patients.*

**Premium Care:** *We are committed to patient confidentiality, diversifying our range of services, and providing accessible health care for all.*

**PRACTITIONERS** Dr Graham Jacobs (Principal, Full-time) Dr Hermanus 'Manus' Lochner (Full-time)  
Sharon Southall (Registered Psychologist) Dr Robyn Keighran (Locum)

**CONTACT** Phone: (08) 9071 1511 Fax: (08) 9071 3995  
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[www.banksiamedical.com.au](http://www.banksiamedical.com.au) [www.facebook.com/banksiamedical](http://www.facebook.com/banksiamedical)

#### Our General Practice services include:

- Excision of lesions & various skin procedures
- Plaster casts on and off
- Suture of wounds & wound management
- Chronic disease management
- Mental Health consultations & care plans
- Various nurse services & pathology collection
- Equipment hire incl. Holter Monitor
- Aesthetic Medicine (Skin Rejuvenation)
- Psychology consults

#### Our Industrial Health services include:

- Pre-employment & driving medicals
- Cat 1, 2, 3 Rail Medicals
- Dive Medicals (Recreational & Commercial)
- Q Fever Vaccination
- Drug & Alcohol screening (urine, saliva, breath)
- Audiometry (Standard & WorkCover)
- ECG
- Spirometry
- Quality Worker's Compensation care

## APPOINTMENTS

Appointments can be made online, over the phone, or in person. If you do have an urgent health condition, please advise reception upon arrival or at the time of booking. Standard consultations are 15 minutes with our GPs. Home visits can be requested and are performed at the discretion of your Doctor. Psychology appointments are 1 hour.

## TRANSLATION SERVICES

Translator & Interpreter Services (TIS) are used at Banksia Medical Centre

<b>Vertaal dienste:</b> Vra asseblief die ontvangs	<b>Mga serbisyo sa pagsalin:</b> Mangyaring humingi ng pagtanggap
翻译服务：请问接待处	翻訳サービス：レセプションにお問い合わせください

## FEES & PAYMENT

There may be out-of-pocket costs associated with your healthcare; our private fees are based on the Australian Medical Association's recommendations for general practice. Consumable items used during your visit may be billed in addition to your consultation.

Payment on the day is appreciated but we are happy to offer our patients 30 days for payment from date of invoice. Discounts are available to valid Health Care & Pension card holders.

**Bulk Billing is at the discretion of the treating Doctor.**

## RESULTS & REMINDERS

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 one of our nurses or call for your results.

Banksia Medical Centre uses an automated reminders system, HotDoc, which sends secure links for health messages via text. If you do not have a mobile number, your reminder will be sent by post.

**Most results and reports take 3-5 business days to get back to your Doctor.**

## SCRIPTS

Repeat scripts can be requested by phone or via our website, however you may be required to have an appointment if your Doctor deems it necessary. Scripts requested outside of an appointment will incur a \$10 fee (per request, per patient) payable upon collection, and can often take up to 48hrs to be ready. If your request is urgent, please call the surgery and specify the urgency.

## PATIENT HEALTH INFORMATION

This practice uses an 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 take every precaution to ensure the confidentiality and safety of your health information and to reduce the risk of any adverse events.

You can find our Privacy Statement on our website and on the wall near the self check-in kiosk at the Reception desk.

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

## COMMUNICATION

Our patients 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 but in the event of an emergency/urgency it is best to call the surgery.

**We are happy to fax referrals for you!**

## AFTER HOURS SERVICES

*REMEMBER TO PHONE '000' FOR EMERGENCIES*

<b>Emergency Department</b>	9079 8000	Esperance Health Campus, Hick St. Esperance
<b>Healthdirect</b>	1800 022 222	24 hour health advice and information you can count on!
<b>ReadyCare</b>	1800 225 523	GP Care by phone in Rural WA when your GP is not available.
<b>Rural Link</b>	1800 552 002	A specialist after-hours mental health telephone service.

## 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 the Esperance Chamber of Commerce & Industry.

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.

Please submit any negative feedback or suggestions via our website's Contact Us page; these submissions will go directly to the Practice Manager.

**Health and Disability Complaints Office Ph: 1800 813 583**

