



All Doctors at Mead are experienced and competent in all areas of general medical practice, however each Doctor has special skills and interests – as indicated below.

- + Dr William G. Babe**
Geriatrics, Psychiatry, Family Medicine, CAMS Medicals, Workcover impairment assessor
- + Dr Suzanne Bicker**
Mental Health, Women's Health, Complex medical problems, Ageing health
- + Dr John W. Brooksbank**
Paediatrics, Geriatrics and Women's Health
- + Dr Greg Caddy**
Family Medicine, Diving Medicine, Obstetrics
- + Dr Denis J. Carragher**
Minor Surgery, Geriatrics and Psychiatry
- + Dr Erin Horsley**
Women's health, anaesthetics, paediatrics
- + Dr Rebecca Hunt-Davies**
Children/childhood development and Women's health
- + Dr Amanda Larke**
Obstetrics, Women's Health
- + Dr Andrew Marsden**
Workers compensation assessment and management, Specialist in occupational medicine, aviation medicals as designated Aviation Medical examiner (DAME) Commercial and private diving medicals.
- + Dr Ewen McLean**
Men's health, chronic disease management including hypertension/stroke/diabetes/kidney disease/heart disease
- + Dr Robert Paul**
Occupational health, skin lesions, general medicine
- + Dr Stuart Prosser**
Paediatrics, Anaesthetics, Skin Cancer, Shared care Obstetrics
- + Dr Sean Stevens**
Adult internal medicine Removal of skin lesions, workers compensation i
- + Dr Rodney P. Thelander**
Paediatrics, Palliative Care and Anesthetics
- + Dr Warren A. Thyer**
Paediatrics, Anaesthetics
- + Dr G. Russell Tosh**
Geriatrics, Women's and Men's Health Issues
- + Dr Helen Wilcox**
Aged Care, Padeiatrics
- + Dr Jill Wyatt**
Women's health. Paediatrics, migrant health, palliative care





GP Management Plans. The Dept of Health and Ageing has introduced initiatives for GP's to prepare and review comprehensive management plans for patients who suffer from chronic problems such as diabetes, asthma, coronary heart disease, mental health, arthritis etc.

It is intended that a management plan will provide better outcomes for you through setting goals and advising you of the latest medical initiatives for your condition. In many cases Specialists and allied health workers such as podiatrists and dieticians will be incorporated into the overall plan.

Over the coming 12 months your Doctor may ask you if you are willing to participate in this program. Alternatively if you are interested in starting the program please discuss this next time you visit your Doctor.

45 Year Old Health Checks a new preventative health check has been introduced for patients between the ages of 45 and 49 (inclusive) who are at risk of developing a chronic disease. Your Doctor may contact you if they feel you would benefit from this service.

Clinical Records Update This year we are undertaking more extensive data collection for our patient's clinical records. This will assist in maximizing our service to you. It is also important to advise any changes of address or contact phone numbers a.s.a.p.

Men's Health Checks Mead offer annual health checks for men including standard blood pressure, cholesterol and diabetes screening, plus for those men over 50 years of age, a prostate check is available. Men with a family history of heart disease or prostate cancer are encouraged to discuss screening and health promotion with their Doctor from the age of 40.

Health Screening we encourage preventative health screening such as Pap smears, blood pressure checks, mammography. If you do not wish to be included in our register for a reminder letter when this service is due, please advise your Doctor.

We also provide:

- Immunisations for children, adults and travellers.
- Medicals for diving, driving licencing, insurance, pre-employment, motor sport
- Treatment of Workers Compensation and Motor Vehicle Accident injuries.
- Minor surgery, including removal of moles, skin cancers and ingrown toenails.
- Implanon and IUCD Insertions

Home visits. If you live in the Kalamunda Shire and you are too ill to attend the Surgery, your Doctor may be able to visit you at home. Please telephone with your request for a home visit as early as possible.

Telephone calls to doctors interrupt and delay appointments. Only medically urgent calls are put straight through. Some doctors have preferred times for telephone calls, others request that you leave a contact number so that they can ring you back.

Repeat prescriptions / referrals.

The Doctors try to ensure that you will have enough prescription repeats to last until your next scheduled appointment. We do provide repeat prescriptions if you have been reviewed recently by one of our doctors. The fees for repeat prescriptions or ongoing referrals are \$12.00 if required within 48 hrs & \$8.00 if not required until after 48 hrs. Requests can also be lodged through our website at meadmedical.com.au—the fee for this service is \$15.00

Suggestions, Compliments and Complaints. We welcome constructive suggestions and we try to

deal quickly and effectively with complaints. Please feel free to discuss these with your Doctor or with the Practice Manager. If you feel that we have not dealt with your complaint effectively, you can contact; The Office of Health Review - Level 17, 44 St Georges Tce Perth Telephone 9323 0600

Personal Health information

Mead Medical is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document and it is our policy to ensure the security of personal health records at all times. For this reason you may be required to sign a consent form for release of any personal medical history for the purpose of your ongoing treatment. This document will then be stored within your file.

Test Results Due to the large volume of results, results are not given over the phone or at the reception desk. However, your Doctor or the Practice Nurses will contact you after a review of your tests if a follow up visit, further testing, or medication is required. If you wish to discuss your results you will need to make an appointment. Those patients who have had a pap smear will receive a letter advising them of the result.

Kalamunda Skin Clinic is now established within the Mead Medical Kalamunda practice. Drs Carragher and Prosser have done skin cancer training through Queensland University both medical and surgical.

We have a fully equipped procedure room and have appointments available 5 days per week.

Late Close Monday to Thursday

We have introduced appointments until 8.00pm from Monday to Thursdays.

Appointments. We endeavour to work to an appointment system. However delays can be experienced due to patients not booking an appointment time suitable to their needs.- **to assist us please tell the receptionist if you think you will need longer than 10 minutes, eg more than one problem and for medicals.** Please ring us if you cannot keep your appointment, this allows us to make that time available for someone else. Please note as previously advised a fee will be charged for those who fail to notify the surgery.

Please provide up to date telephone and mobile phone numbers so that we can notify you if your Doctor is delayed by emergencies. We may also need to contact you regarding results - incorrect information causes delays.

Please Note: The Roster may vary from time to time due to Doctors on annual leave, study leave, illness or theatre commitments

DOCTOR	MON AM	MON PM	TUES AM	TUES PM	WED AM	WED PM	THU AM	THU PM	FRI AM	FRI PM
Dr Babe	FF	Kal	FF	Kal	Kal		Kal	FF		Kal
Dr Brooksbank	FF	Kal	Kal	FF	Kal	FF			Kal	FF
Dr Caddy		FF	Kal	FF	Kal	FF	FF	Kal	Kal	Kal
Dr Carragher	Kal	Kal	Kal	Kal	Kal	Kal	Kal	Kal		
Dr Hunt Davies			Kal	Kal			FF	FF	FF	FF
Dr Marcello	FF		FF	FF	FF	Kal			FF	FF
Dr Marsden			Kal	Kal	Kal	Kal	Kal	Kal		
Dr Paul	Kal	Kal	FF	FF			Kal	Kal	FF	Kal
Dr Prosser		Kal					FF	FF	Kal	Kal
Dr Stevens	Kal	Kal			FF	Kal	Kal	Kal	Kal	FF
Dr Thelander	FF	FF	Kal	Kal			FF	Kal		
Dr Thyer	Kal	Kal			FF	Kal	Kal	FF	FF	Kal
Dr Tosh	Kal	FF	FF		FF	Kal		Kal		
Dr McLean	Kal	Kal	Kal	Kal	Kal	Kal			Kal	Kal
Dr Bicker	Kal				Kal			Kal		
Dr Horsley	FF	Kal	Kal	FF	Kal	FF			Kal	Kal
Dr Larke	Kal	Kal			FF	FF	FF	FF	FF	Kal
Dr Wilcox	Kal	Kal	Kal	Kal	Kal	Kal	Kal	Kal		
Dr Wyatt			FF	FF	Kal	FF	Kal	Kal	Kal	FF

Kalamunda Specialist Centre To assist our patients and other practices in the local area who would have previously had to travel to Murdoch, Subiaco, Midland or further to see Specialists and allied health providers we have opened a three room centre. The following Groups will see patients in our rooms:

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| Dr Vincent Paul (Heart Care) | Dr Tek Yew (Geriatrician) |
| Dr Alan Whelan (Heart Care) Echocardiogram testing | Dr Vara Mukundala (Orthopaedics—Lower Limb) |
| Junction Podiatry | Dr Michael Edwards (Orthopaedics—Upper Limb) |
| Mead Physio Group | Audio Clinic Hearing Services |
| Diet by D'Zyne | Orthotic Solutions |
| Vanessa Bussau (Exercise Physiologist) | Anna Flood - Dietician |

In Touch Medicals—Occupational and Workers Compensation 7 day a week access to experienced doctors familiar with the workers compensation system and the importance of early return to work.

Pre-employment medical service utilising our standard medical, or developed specifically for the workplace and position.

Services include:

- Optional pre-employment detailed musculoskeletal assessment for heavy manual positions.
- Site visits if required
- Pre-employment manual handling skills education if required.
- Audiometry, ECG, Spirometry available if needed.
- Prompt completion of reports, return to work plans and assessments.
- Work place immunisations and skin checks.
- Impairment ratings for finalisation of claim.

STAFF

Practice Manager

Practice Nurses

Reception Kalamunda

Reception—Forrestfield

Administration

Dot Melkus, Grad Cert Prac Mgmt (Curtin), FAAPM

Terri (Supervisor), Laura, Rosemary, Diane, Kathy, Barbara, Laura., Kursten, Carole, Joy,

Helen, /Margaret/Jenny (Supervisors) Mary, Desiree, Lee, Sonia, Vicki, Jan, Wendy, Terri, Lisa

Pam and Berlinda (Supervisors), Jenny, Mary., Felicity, Lisa

Ros (Asst Prac Mgr), Yvonne (Theatre bookings & Secretarial), Melissa (Patient Accounts & Medicare)

Lesley (Occupational Health and Workers compensation)

Mead Medical strongly believe that the relationship between a patient and his or her health provider is based on a two-way understanding, acknowledging that we both have a responsibility to each other. The following charter outlines what we undertake to do and we gratefully request your participation.

Appointments The doctors at this surgery try not to overbook themselves., thereby leaving space for emergencies. Nevertheless, it is impossible to always run to time. Your understanding and patience in this area is much appreciated.

Patients who are particularly ill should notify staff on arrival, so that they can be made as comfortable as possible until seen by the doctor.

For the elderly and the sick, we kindly ask parents to keep their children under control. Please, remember this is a doctors' surgery.

Any patients who swear at, or abuse the clerical and nursing staff, will be politely but firmly invited to find another surgery to attend.

Only the most extenuating circumstances may be taken into consideration.

Patients who miss an appointment, and do not give reasonable notice of cancellation, will be invoiced. Reasonable time is more than one hour, unless unforeseen circumstances occur. Please note, this fee includes each and every failed attendance, and has become necessary due to the excessive number of patients who make an appointment and then simply do not come. This prevents others from having an appointment to see the Doctor. Over the years this has cost the practice a lot of lost revenue which becomes one of the factors to consider when we are forced to increase our fees.

No responsibility is taken for injuries to children if they are not suitably disciplined

SURGERY HOURS AND FEES



MEADMEDICAL

SURGERY HOURS

Kalamunda

Monday - Thursday	8.30am - 8.00pm
Friday	8.30am - 6.00pm
Saturday	8.30am - 11.00am
Sunday	8.30am - 11.00am
Public Holidays	8.30am - 11.00am

Forrestfield

Monday - Friday	8.30am - 6.00pm
Saturday	8.30am - 11.00am
Sunday	CLOSED
Public Holidays	CLOSED

After Hours Consultations

For emergencies such as chest pain, collapse, sudden onset of weakness, or severe shortness of breath, phone the ambulance on 000. For other urgent medical attention in your home please call our after hours service:

West Australian Deputising Emergency Medical Service

Telephone: 9321 9133

Other Services available

7.00pm - 10.00pm	Monday - Friday
2.00pm - 10.00pm	Saturday, Sunday and Public Holidays
GP After Hrs Mercy Hosp	9370 4200
GP After Hrs Armadale	9391 2285
GP After Hrs Middle Swan	9347 5488
Emergency Department –24 hours, 7 days, Swan Districts Hospital Eveline Road Middle Swan	

Results

Results of tests, x-rays etc.

As we receive as many as 400 reports and letters each weekday it is simply impossible for us to call every patient, or have patients ring in to ask for their test result to be given over the phone or by calling into the practice.

Your doctor will give you clear instructions as to how they wish for you to obtain your results.

If the doctor wishes to see you for further consultation or medication changes they will ask the practice nurse to contact you.

If we need to follow up significant or abnormal results we will contact you without delay or if we fail to speak with you we will send a letter.

Payment Details

Private Patients - Payment must be made on the day of consultation. An additional fee of \$5.00 will be charged for accounts not paid on the day.

Pensioners & Health Care Card Holders (provided current benefit card is shown) - Pay gap fee on the day of consultation & provide Medicare rebate cheque within 6 weeks (please leave statement attached to cheques)

Veterans - Will continue to be direct billed

Occupational Health and Recreational Medicals - must be paid on the day—the paperwork will not be provided until payment is made.

Workers Compensation - the invoices and certificates will be forwarded to your employer, however payment will revert to the patient's responsibility if the claim is not completed or the claim rejected by the Insurers.

Motor Vehicle Injury Claims - the invoices will be forwarded to the Insurance Commission of WA; it is the patients responsibility to establish a claim by Contacting I.C.W.A. on 9264 3333. Payment reverts to the patients responsibility if the claim is unsuccessful.

Fees— these fees are applicable as at 1st July 2013 and may be subject to change

Each Doctor decides the fee for a consultation based on the complexity of the visit. However, as a guide only the standard fees from November 2012 are outlined below. Please note that the recommended AMA fee from Nov 2008 is \$62.00 for a Level B consultation - we are discounting our fees.

Item Description	Private		Pensioner / HCC		Veteran	Medicare Rebate
	Fee	Gap	Fee	Gap		
Level B	\$70.00	\$33.70	\$56.30	\$20.00	Direct Billed	\$36.30
Level C	\$122.00	\$51.70	\$90.30	\$20.00	Direct Billed	\$70.30
Level D	\$172.00	\$68.50	\$123.50	\$20.00	Direct Billed	\$103.50
Procedures (*see note below)	*Variable Gap		*Variable Gap		Direct Billed	Variable
Sunday / Public Holidays	\$91.70	\$43.70	\$78.05	\$30.00	Direct Billed	\$48.05
After 6.00pm Weekdays	\$80.00	\$43.70	\$66.30	\$30.00	Direct Billed	\$36.30
Home Visit Std (In hours)	\$127.00	\$ 61.75	\$91.75	\$30.00	Direct Billed	\$61.75

Scripts & Re-referrals required in less than 48 Hours \$12.00 after 48 Hours \$8.00 online \$15.00

Procedural costs vary according to complexity but as a guide will range from \$10.00 (pregnancy test) to \$95.00 (removal of lesion)

Facility Fees - 24 Hr Blood Pressure Monitoring \$70.00 (no rebate). Surgitron Facility Fee \$35.00 (no –rebate)

Insurance Medical, Recreational Medicals, and Occupational Medicals are not covered by Medicare rebate - please ask the reception staff for information on costs.

KALAMUNDA: 12 Mead St, Kalamunda 6076 Phone: (08) 9293 4455 Facsimile: (08) 9257 1183

FORRESTFIELD: 11 Salix Way, Forrestfield 6058 Phone: (08) 9453 6566 Facsimile: (08) 9453 3443

POSTAL ADDRESS (BOTH LOCATIONS): PO Box 117 Kalamunda 6926