

MEAD MEDICAL



PATIENT INFORMATION

Dr Suzanne Bicker

Mental Health, Women's Health,
Chronic Disease, Ageing Health

Dr Greg Caddy

Family Medicine, Diving Medi-
cine, Obstetrics

Dr Denis J. Carragher

Minor Surgery including vasecto-
mies, Geriatrics and Psychiatry,
Skin Cancer

Dr Anna Dillon

Obstetrics, Women's Health,
Sexual Health, Paediatrics, Sports
Medicine, Preventative Health

Dr Sam Ognenis

Mental health, Palliative care,
Chronic disease, adolescent and
young adult medicine, Aboriginal
health, transcultural health,
Men's health, iron infusions,

Dr Rebecca Hunt-Davies

Paediatrics, Adolescents, Family
Medicine, Weight loss

Dr Lee Lee Do

Family Medicine, Skin Cancer
Checks and Lesion removal, Veins,
Cosmetic and Laser Medicine, Wom-
en's Health, Spiritual and Mental

Dr Ann Lewis

Obstetrics (Private and Public),

Dr Julia Lockett

Family Medicine, Paediatrics &
Adolescent Health, Mental
Health

Dr Melissa Marlow

Family Medicine, Mental Health,
Palliative Care

Dr Hoda Hall

Paediatrics, Women's Health

Dr James Read

Respiratory Medicine

Dr C Monica Rosca

Urgent Care After Hours

Dr Rodney P. Thelander

Adult Medicine, Skin Surgery & Proce-
dures

Dr Warren A. Thyer

Paediatrics, Anaesthetics

Dr Ewen McLean

Men's Health, Chronic Disease
(including Hypertension / Stroke / Dia-
betes / Kidney & Heart Disease),

Dr Leena Uppal

Family medicine, skin cancer-medicine,
aesthetic medicine, general dermatol-
ogy, women's health, paediatrics &
mental health, Vasectomies

Dr Sophie Norman

General Medicine

Dr Celia Worth

Women's health, obstetrics and gynae-
cology

Dr Hla Shwe

Paediatrics, geriatric & general medi-
cine

Social Media

Mead Medical currently have a
Facebook page managed by our
Practice Manager for the purpose
of communication key Practice
and clinical information.

Email Policy

Please note that email is moni-
tored periodically, if your query is
an Emergency please dial **000** im-
mediately. Responses to queries
will be within a 48hr time frame.

KALAMUNDA

37 Elizabeth Street
Kalamunda WA 6076

FORRESTFIELD

11 Salix Way

Forrestfield WA 6058

CALL CENTRE

both locations

Phone: (08) 92934455

Fax: (08) 92571183

POSTAL ADDRESS

Both Locations

PO Box 117

Kalamunda 6926

EMAIL ADDRESS

Both Locations

admin@meadmedical.com.au

We have late appointments from 6.00pm
until 7.00pm from Monday to Thursdays at
the Kalamunda surgery.

These consultations have an extra gap
loading of \$15.00

**MEAD IS A PRIVATE BILLING PRACTICE
AFTER 1PM SAT & ALL DAY SUN/PH
ARE ALL PRIVATELY BILLED
except children 15 and under**

Extended GP Services

Home Medication Reviews, Chronic Disease Management

Health Assessments & 45-49 year old medicals

Community Nurse - 75 Years+ in your home, Shared Care

Skin Cancer checks, Minor Procedures, Aged Care services

Visiting Specialists, Hills Obstetrics, Hills Anaesthetics,

MEAD MEDICAL

PATIENT INFORMATION

Home visits & After Hours

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.

If the Doctors are unable to visit you at home, we can arrange for a Doctor from our Locum service to visit you at home instead., call **WADAMS Phn: 9321 9133**

Repeat prescriptions/referrals

The Doctors try to ensure that you will have enough prescription repeats to last until your next scheduled appointment.

We provide repeat prescriptions if you have been reviewed recently by one of our Doctors.

The fees for repeat prescriptions or on-going referrals are \$20.00, if required within 48 hrs \$15.00 if not required until after 48 hrs. Requests can also be lodged through our website at: meadmedical.com.au.

SMS reminders

SMS reminders, for appointments will be sent to patients who have consented. Please advise the staff if you do not wish to receive appointment reminders via SMS.

Online Appointments

Mead has the majority of appointments available for online bookings each day via HOTDOC and Healthengine. Please refer to our website: www.meadmedical.com.au

Telephone calls

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 may return your call.

Interpreter Services available through TIS

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 the Practice Manager. An email can be sent to the Practice Manager at admin@meadmedical.com.au. Please use our suggestion box, located at the reception desk to provide suggestions on how the surgery and/or its services could be improved. If you feel that we have not dealt with your complaint effectively, you can contact; Health and Disability Services Complaints Office – Albert Facey House – 469 Wellington Street Perth Free Call 1800 813 583.

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. Please advise the receptionist if any of your details have changed.

STAFF

Practice Manager - Collean Guest

Finance Manager - Michelle Johnston

Nurse Managers - Diane Taylor

- Erin van der Helder

Team Leader - Carol Shortall

IT & Technology - Josie Ottobрино

Practice Nurses Rosie, Kathy, Bev, Caroline, Erin, Genevieve, Georgie, Katrina, Sandi, Peta, Megan, Robbie, Ellen, Claire, Pascal, Kayla

Reception Helen, Jenny, Berlinda, Ann, Desiree, Jan, Kathy,, Marg, Marilyn, Sharon, Sophie, Lee, Karen, Aimee, Elena, Shelby, Vanessa

Appointments.

We Endeavor to work to an appointment system, delays can be experienced due to patients not booking an appointment time suitable to their needs.

Please advise receptionist if you think you will need longer than 10 minutes, e.g. more than one problem and for medicals. Walk in patients will be triaged and seen in line with urgency and arrival time. Please call if you cannot keep your appointment, this allows us to make that time available for someone else. Please note a

Surgery Hours

Kalamunda

Monday -Thursday 7.30am - 7.00pm

Friday 7.30am - 6.00pm

Sat /Sun/PHol 8.30am - 3pm

Forrestfield

Monday – Friday 7.30am – 6.00pm

Saturday 8.30am – 12.00pm

Sunday & Public Holidays Closed

GP AfterHours Mercy Hospital 9370 4200

GP After Hours Armadale 9391 2285

Emergency Dept 24/7 SJOG Midland

Results

Please make a follow up appointment at the time of having any investigations and or tests to discuss results, if the result comes back urgent or abnormal your regular GP or a nurse will contact you.

Please make sure you have correct and up to date contact details at all times.