

Practice Information Sheet

Our Locations

Kalamunda: 37 Elizabeth Street, Kalamunda 6076
Monday – Thursday: 7.30am – 7pm
Friday: 7.30am – 6pm
Saturday, Sunday & Public Holidays: 8.30am – 3pm

Maida Vale: 6/31 Maida Vale Road, Maida Vale 6057
Monday – Friday: 8am – 6pm
Saturday: 8.30am – 12noon
Sunday & Public Holidays: Closed

Call Centre (both locations)

T: 08 9293 4455 • F: 08 9257 1183 • E: admin@meadmedical.com.au • www.meadmedical.com.au
Postal address: PO Box 117, Kalamunda, 6926

Billing Policy

Both clinics are mixed billing practices. Fees are available online and on our Fee Schedule sheet at both clinics.
Fees are at the discretion of the individual doctor

Doctors Consulting At Mead Medical

Dr Naveed Akram

Chronic disease management, diabetes & polypharmacy

Dr Greg Caddy

Family medicine and obstetrics

Dr Eric Cho

Women's health, dermatology, urgent care

Dr George Eskander

Vasectomies (consults and procedures)

Dr Vasu Iyengar

Obstetrician & Gynaecologist, colposcopy & obstetric surgery

Dr Ainslie Jolliffe (GP registrar)

General medicine, chronic disease, women's health

Dr Liang Jong (GP registrar)

General medicine, paediatrics, dermatology, palliative care

Dr Sandeep Kulkarni

General medicine, chronic disease, metabolic medicine

Dr Julia Lockett

Family, Paediatric and adolescent medicine & mental health

Dr Emmon Mubbashir

Women's health, refugee medicine, minor procedures

Dr Mildred Mupfava

Geriatrics, obstetrics & gynecology, dermatology

Dr Annie Naveed

Women's health, sexual & reproductive health, ENT, dermatology, ante & postnatal and minor procedures

Dr James Read

Respiratory medicine, CBD prescribing & general medicine

Dr Monica Rosca

Urgent care after hours

Dr Dulanthie Seneviratne

Women and children's health

Dr Hla Shwe

Paediatric, geriatric and general medicine

Dr Harveen Singh

Women's health, mental health, sexual health

Dr Rod Thelander

Adult medicine, geriatrics, palliative care & minor procedures

Dr Wion Thiant

General medicine, minor surgery & urgent care

Dr Warren Thyer

Geriatrics, paediatrics and anaesthetics

Dr Emma Vitale (maternity leave)

Sexual health, paediatrics & general medicine

Dr Danielle Vlahov

Women's health & paediatrics

Dr Thomas Weaver (GP registrar)

Family Medicine, respiratory and sleep medicine, urgent care

Dr Celia Worth

Women's health & obstetrics

Practice Staff

Management

Practice Manager: Stephanie MacKinnon
Finance Manager: Michelle Johnston

Nurses

Aisling, Amy, Charlotte, Clint, Gill, Hira, Inese, Joanne, Kathy, Kerry, Laura, Maddi, Marissa, Maureen, Rachel W, Rachel R, Sue, Teleisha
Assistant: Kenede

Nurse Manager: Diane Taylor

Reception / Admin

Ann, Areeba, Carol, Dahney, Desiree, Gabby, Jan, Jenny, Jemma, Jiya, Ishika, Kathy, Lauren, Lee, Marilyn, Melissa, Monique, Natalie, Natasha, Nicky, Sharon, Vanessa

Practice Information Sheet

Appointments

We endeavor to work to an appointment system. Delays can be experienced if patients fail to book an appointment time that is suitable to their needs.

We must stress that an appointment is needed for each person who needs to address something with a doctor. If you cannot keep your appointment, please let our reception team know as soon as possible. This allows us to offer your appointment to someone else who is needing an appointment. Please note that missed appointments may incur fees.

Personal Health Information

We are committed to maintaining the confidentiality and security of your personal health information. Your medical record is a confidential document, and it is our policy to protect your privacy at all times. To ensure your ongoing care, you may be asked to sign a consent form if your medical history needs to be shared with other healthcare providers. This document will be securely stored in your medical file. Please notify our reception team if any of your personal details have changed. A copy of our Privacy Policy is available upon request.

Home visits

If you live in the Kalamunda Shire, are a regular patient at the clinic and you are too ill to attend the clinics, your doctor may be available to visit you at home. Please call the clinic with your request. We can also help to arrange a telephone appointment if appropriate.

Online Appointments

Mead has the majority of appointments available for online booking via our website or via HotDoc.

Telehealth

If you have visited the practice once in the last 12 months, you are eligible to book a telehealth appointment

Results

Please make a follow up appointment with your preferred GP at the time of having your test to discuss the results.

If the results come back as urgent, your regular GP or nurse will contact you.

If the results need further discussion, you will receive an SMS from the clinic recommending that you book an appointment to discuss.

Please be advised that only doctors are able to give out results and the reception and nursing team will not be able to discuss your results.

Repeat prescriptions/referrals

The doctors try to ensure that you have enough prescription repeats to last until your next scheduled appointment. We provide repeat prescriptions if you have been reviewed by one of our doctors. There are fees for repeat scripts and for urgent requests. Please be advised that not all scripts can be actioned urgently and doctors may decline the request and ask for you to make a follow up appointment. Requests can be requested through our website at: www.meadmedical.com.au

After Hours

If you need medical attention when the clinic is closed, please call our **After Hours Service** on **1300 513 822**.

Private fees apply.

Alternatively you can call Health Direct on 1800 022 222 or, if the matter is an emergency please call 000.

SMS reminders

SMS reminders will be sent to patients for upcoming appointments. Please notify the team if you do not wish to receive appointment reminders.

Interpreter Services

Auslan and interpreter services are available through TIS. Please notify the reception team if you would like to arrange an interpreter.

Suggestions, Compliments and Complaints

We welcome constructive suggestions and we try to deal with complaints quickly and effectively. Please feel free to discuss these with your doctor or the practice manager or an e-mail can be sent to feedback@meadmedical.com.au

If you feel that we have not dealt with your complaint effectively, you can contact HADSCO (Health & Disability Services Complaints Office) on 1800 813 583, by email mail@hadsco.wa.gov.au or at 469 Wellington Street, Perth.