

**Surgery Hours**

Mon, Thurs, Fri 8:00am – 6:00pm  
Tues, Wed 8:00am – 6:00pm  
Sat, Sun & Public Holidays CLOSED

**Practice Doctors**

Dr Vasanth Govindappa, Dr Astha Shukla  
Dr Kon Stamopoulos, Dr Bali Patoliya

**Services Provided & appointment types**

The following is but a few of the services we are able to offer. Health Assessments, Women's Health, MVA, Mental Health, Therapeutic Injections, Children's Health, Employment Medicals, Care Plans, Men's Health, Travel Vaccinations, Workers Compensation, Chronic Care, Iron Infusions & Immunisations. Physiotherapy, Podiatrist, Speech Pathology a Dentist and Clinipath are also on site. Our appointments are set up so that we can allocate the correct amount of time for you. We offer standard appts and longer appointments for those who know they require more time with the GP. The appointment types that we have will reflect the correct time we deem essential for your visit with the doctor. When you book online you will be given numerous types to choose from that best suits your situation. This will ensure you have the correct time allocated as well. We also offer telehealth in the form of phone consults only, these are billed and charged at the same price as our face to face consults.

**Billing arrangements**

We are a private billing practice, and we require full payment on the day. Some doctors are happy to bulk bill children 15 and under and those with a valid government issued concession card and are 65+ Drivers Medicals, Employment, Work Cover, Iron infusion, Insurance etc. are to be paid for in full on the day of consult. If you have any queries, please ask one of our reception team.

**After Hours & Emergency**

In the event that you may walk in to the practice every effort will be given to accommodate you with a doctor or the nurse. This service may attract a fee (even if you are a concession card holder) please check with reception. The clinic has engaged the services of (WADMS) to provide a locum service for the after-hours medical care of patients. If the doctor feels you require a home visit during our working hours, this will be organised by one of our nurses for you through WADMS.

WADMS can be contacted on 9321 9133

Outside of the clinic's normal hours of operation, in cases of medical emergency, patients can seek assistance from:

Joondalup Health Campus  
Cnr Grand Blvd & Shenton Avenue  
Joondalup WA 6027

**Communication with Doctors**

It is our practice policy to help avoid delays and maintain confidentiality, to limit interruptions to the doctors whilst they are consulting except in the event of a medical emergency. All patients are required to make an appointment, we do offer Telephone consults for your convenience, they are charged. Please note that email is not our preferred option for communicating with the doctors as we cannot guarantee the security and that the email is monitored daily.

**Recall & Reminder System**

Our practice participates in national and state reminders systems or registers. Relevant information is given to enable automatic reminders to be issued to you for important preventative health checks eg. Cervical, Bowel, Breast screening and Prostate checks. Recalls & Reminders can be sent either by text message or a letter in the mail.

**Management of your personal health information**

Keeping in line with the National Privacy principles your medical records are maintained as a confidential document. It is the policy of the practice to maintain security of personal health information at all times. You are welcome to move your medical records to another medical centre at any time, please note that the centre does charge a fee and this request is actioned within a timely manner as per our policy. Please speak to one of the reception team for more information.

**Patient Feedback**

Our practice acknowledges that patient feedback is an important source of information. Patient satisfaction is key. We have a form for you should you wish to leave any suggestions, compliments or even complaints. All forms are treated in the strictest of confidence. If you prefer not to use the form you can always contact our practice manager via email: [manager@wangaramedical.com.au](mailto:manager@wangaramedical.com.au) If for any reason you are not satisfied with the service you have received and do not wish to discuss this with us, the following information is for the state health complaint agency:

The Health and Disability Services Complaints Office  
GPO Box B61, PERTH WA 6838  
Phone: 1800 813 583 Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)