

## **WELCOME TO SAMY MEDICAL PRACTICE PRACTICE INFORMATION**

We welcome you, your family and friends to Samy Medical Practice. Do you remember going to your family Doctor when you were little? The Doctor who knew your family members by their first name, who provided quality healthcare at bulk billing rates for everyone and who lived in the local area. Samy Medical Practice prides itself on being "Family Owned and Operated". Samy Medical Practice is a bulk-billing Family Practice. Bulk billing is provided to all current Medicare and DVA card holders. Please bring your Medicare, DVA and Commonwealth Concession cards.

12 Attwood Way, Rockingham, WA 6168  
Tel: 08 9557 6000, Fax: 08 9518 2826  
Email: [admin@samymedicalgroup.com.au](mailto:admin@samymedicalgroup.com.au)  
[www.samymedicalgroup.com.au](http://www.samymedicalgroup.com.au)

**Opening Hours**  
Monday-Thursday (8.30am to 6.00pm)  
Friday (8.30am to 5.00pm)  
Sat, Sun and Public Holidays (Closed)  
Clinipath Pathology Monday-Friday (8.30am to 1.00pm)

**After Hours Care and Emergencies**  
000 for Ambulance  
(08) 9599 4000 for Rockingham General Hospital  
1300 130 130 for Dial at Doctor

Samy Medical Practice may be able to accommodate your requests or needs such as disability access to the facility, patients who are visually impaired, National Relay Service (NRS) for the deaf or Translation and Interpreter Service (TIS) for patients from a non-English Speaking background. Please contact the Practice Manager with your requests a few days in advance.

We provide a wide range of all aspects of General Practice, including skin clinic, surgeries, childhood immunisations, travel vaccines, geriatrics, chronic disease management, care plans, mental health plans, referrals to allied staff and hospital specialists and women's health (contraception, pap smears, sexual counselling, mirena and implanon insertion and removal). All our Doctors engage with Allied Health and Hospital Specialists to facilitate optimal patient care.

### **Doctors**

Dr Christabel Samy  
Principal GP  
MBBS (UK), MRCGP (UK), FRACGP (Australia)

Dr Anushia Vijayadass  
GP  
MBBS (MMMC), FRACGP (Australia)

### **Our Team**

Mrs Matilda Samy-Practice Manager  
Professor (Dr) Martin Samy-Business Manager  
Miss Brittany Das-Practice Nurse  
Miss Abigail G. Aprianto-Practice Nurse  
Mr Reece Cleaver-Patient Relations Officer  
Miss Krystal Johnson-Pinner Patient Relations Officer  
Mrs Jayne Barnes-Phlebotomist, Clinipath Pathology

### **Emergencies**

Priority will be given to emergencies. Please advise the Patient Relations Officer if you need urgent medical attention. When emergencies occur, our Doctors may be diverted. We apologise for unavoidable delays and we appreciate and thank you for your patience and understanding.

### **INFORMATION ON BOOKING YOUR APPOINTMENTS AND POLICY ON FEES AND BILLING**

**Samy Medical Practice request that you read the 'Information on Booking Your Appointment' and Policy on Fees and Billing before making your appointment.**

Samy Medical Practice is happy to accommodate:  
Standard (10 minutes), Extended (20 minutes) or longer Appointments.

### **INFORMATION ON BOOKING YOUR APPOINTMENT**

**Standard Consultation-10 minutes appointment for a single issue for each patient requesting to seen.**

Directly bulk-billed to Medicare. Please book each appointment separately. You may make an online booking on [www.samymedicalgroup.com.au](http://www.samymedicalgroup.com.au), Facebook: Samy Medical Practice or by calling the Practice (08) 9557 2600. If a longer appointment or completion of a Doctor's report or form is needed, the Doctor will advise the patient to re-schedule a longer appointment on another day.

**Extended Consultation- 20 minutes appointment for each patient requesting to be seen.**

Directly bulk-billed to Medicare. Please call the Practice to make this appointment. Please note that this appointment cannot be made online.

**Appointment for Government Funded Vaccinations, Pap Smears, Health Assessments, Care Plans, Mental Health Plans, Referrals and Mum and Baby Checks.**

Directly bulk-billed to Medicare. Please call the Practice to book these appointments. Please note that these appointments cannot be made online. It would be helpful to advise the reason for your visit to determine the appropriate time, resources, treatment room and equipment required for allocation purpose.

### **PRIVATE FEES**

Patients without a Medicare Card

- Standard Consultation \$78.00
- Long Consultation \$100.00-150.00

Private Drivers Medical (Application and Renewal) \$78.00

Workers Compensation and Accident Claims \$78.00-\$210.00  
(Please pay upfront or provide claim details)

Telephone Initial Consultation \$25.00

Telephone Initial Consultation-You should always see a Doctor. However, in some cases, the Doctor may prescribe continuing prescription for regular patients of Samy Medical Practice. A telephone consultation fee is charged for this service; this amount is not claimable by Medicare. Please contact the Practice Manager for booking this appointment. We appreciate payment at the time of booking your appointment.

An invoice and receipt will be issued for Private Fees; you may submit this receipt to your employer or insurance company. If you have claim details, please provide these information to the Practice Manager. It is Samy Medical Practice policy that payment is made at the time of booking or consultation. We accept Cash, Mastercard, Visa & EFTPOS payments.

You may request for a copy of Samy Medical Practice Policy on Fees and Billing from the Front Reception or by calling or emailing the Practice.

### **Appointment for Patients with Complex Care and Different Needs or Patients Requiring A Translator or any other form of Assistance**

Please call the Practice to make this appointment. Please note that this appointment cannot be made online. Please inform the Patient Relations Officer if you require any form of assistance at the Reception.

### **Missed Appointment Without Notification**

For the benefit of our Doctors and other patients, we appreciate you notifying us 2 hours before your appointment time if you no longer need or would like to re-schedule your appointment. The Practice Manager will record all DNA (Did Not Attend) appointments and contact you to ensure that the missed appointment was not urgent and if you would like to reschedule another appointment.

### **New Patients**

Please arrive 10 minutes before your appointment time to register your details with the Patient Relations Officer. On arrival, you will be asked to complete the Patient Information and Consent Form. Alternatively, you may complete the form online. Please bring along your Medicare, DVA and Commonwealth Concession Cards.

### **Walk Ins**

Consultations are by appointment, walk ins may be accommodated where possible with the next available Doctor. Priority is given to patients who have made an appointment with the Doctor of their choice. Please be advised that walk-ins may require some waiting.

### **All Results/Scans/X-rays/Referrals/Reviews (New and Transfer) to Allied and Hospital Specialists**

Please do not call the Patient Relations Officer and ask for results.

Please make an appointment to see the Doctor two days later. The Doctors will not discuss any results over the telephone. The Doctors will review all results and if any test results are abnormal or require a follow up, the Practice Nurse will contact you to make a follow up appointment with the Doctors.

### **Repeat Prescriptions**

Please make an appointment to see the Doctor.

### **Home Visits/Visits to Residential Aged Care Homes**

Home Visits or visits to residential aged care facility are available for the acutely ill, immobile or elderly regular patients of Samy Medical Practice whose condition prevents them from attending the Practice. To make an appointment, please contact the Practice Manager or discuss your requirements with your Doctors.

### **Communication and Telephone Policy During Practice Hours**

You may contact your Doctors or any staff members by calling the Practice (Tel: 08 9557 2600) or sending your email to the Practice Manager [admin@samymedicalgroup.com.au](mailto:admin@samymedicalgroup.com.au). Your messages will be forwarded, and action will be taken by the Doctors or staff members. If the problem is urgent, the Practice Manager will interrupt the Doctors during consultation.

### **Medical Certificates**

It is important to make an appointment to see the Doctor on the day of your illness, please note that the Doctor cannot backdate medical certificates.

### **Drugs of Addiction**

Samy Medical Practice does not prescribe drugs of addiction.

### **Third Party Presence**

There will be a sign at the Reception to inform patients. The Doctor will seek your permission when there are medical students or other clinical staff present in the consulting room.

### **Visiting Allied Staff and Specialists/Visitors**

Please contact the Practice Manager by telephone or email. All visitors must report and sign in at the Front Reception.

### **Access and Transfer of Medical Records**

Please make an appointment to see the Doctor or contact the Practice Manager by telephone or email.

### **Participation in GP Accredited Activities**

- Recording Cultural, Aboriginal and Torres Islander Status
- Checking Contact Details during your visits
- Suggestion and Feedback Management
- Follow up of Test Results (Identify, telephone or followed by a letter)
- Hosting third party presence during a consultation

### **Health Promotion Activities**

- Awareness of Chronic Disease Programmes (Working with Allied and Hospital Specialists (Care Plans, Mental Health Plans, Health Assessments, Referrals and Reviews).
- Targeting Chronic Disease Programmes-Working with Allied Health Specialists (Holistic Approach)
- Skin/Immunisation/Bone Scan Clinics
- Free Seminars on different health topics

### **Patient's Suggestions, Feedback And Complaints**

Samy Medical Practice is committed to quality improvement. We are currently seeking accreditation. We value and encourage patient suggestions and feedback to continually improve our services for patients. Your feedback and suggestions will enable us to see if any changes or improvements need to be made to our services. Equally, we are delighted to hear if you have been pleased with the services offered by Samy Medical Practice. You may speak to the Practice Manager with your compliments, suggestions or concerns. Alternatively, you may complete the Suggestion Form which is available at the Reception and online. Your suggestion is valuable and will be responded promptly. If the Practice Manager cannot solve your concerns and you would like to take your concerns further, you may contact the Office of Health Review on 08 9323 0600 or Medical Board of WA on 08 9481 1011.

### **Management of Patient Health Information**

Samy Medical Practice adheres with the Privacy Act (1988). As part of the Privacy Policy, Samy Medical Practice is committed to protecting the privacy of individuals and their personal health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. If you would like a copy of our Privacy Policy, please ask the Patient Relations Officer at the Reception or contact the Practice Manager by telephone or email.

### **Free Health Seminars, Morning Tea and Christmas Lunch for Seniors**

All are welcome. There is no cost, we look forward to seeing you.

### **Great Service**

If you were happy with our services, please follow and like us on our Facebook. Please also leave a positive review.

### **Thank you**

From the Samy Family and the dedicated team at Samy Medical Practice. We look forward to seeing you again.