



PRACTICE INFORMATION SHEET

OPENING HOURS

Monday to Friday	8:00am – 5:00pm
Saturday to Sunday	CLOSED
Public Holidays	CLOSED

OUR PRACTICE

Our staff are committed to providing the best care to our patients. Please feel free to contact us regarding any questions you may have about our doctors or practice.

APPOINTMENTS

Ravenswood Family Practice runs by appointments. Please call us on (08) 9582 4998 to make an appointment, follow-up to provide us feedback. You can also book online using our website: www.ravenswoodfamilypractice.com.au.

Longer Consultations are available, so please speak to our reception staff if you are a new patient or would like to discuss multiple issues, have mental health concerns, need preventative health checks or need any other procedures.

Home Visits may be available at the discretion of your treating doctor. Enquiries can be made by talking to one of our receptionists.

After Hours

If you require after-hours medical attention, please contact the following:

- Dial-A-Doctor – 1300 030 030
- Get Better doctors – 1800 238 837

If you require urgent medical attention, please dial **000** or visit Peel Health Campus Emergency, located at 110 Lakes Road, Greenfields.

Interpreter Services

For patients who may require a translating service, please advise reception at the time of booking so a phone interpreter can be arranged.



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BILLING INFORMATION

Ravenswood Family Practice is a mixed billing practice, meaning we charge a private fee or Bulk Bill eligible patients and consultations. Our practice Billing Policy is available at Reception and on our practice website.

Our current GP consultation fees are:

Monday to Friday		
Description	Private Fee to Pay	Medicare Rebate
Standard Consultation (10 min)	\$80.00	\$41.20
Long Consultation (20 min)	\$125.00	\$79.70
Extended Consultation (40 min)	\$165.00	\$117.40

Procedures requiring a Nurse or Doctor will be charged at a Private Fee depending upon which procedure is required. A reduced fee or "Concession" rate for these procedures is available for Children under the age of 16yr and Concession Card Holders.

Pensioners or HealthCare Card Holders are required to present their card for discounted fees to apply.

All fees are to be paid on the day. The practice accepts cash, EFTPOS and Credit Card Payments (Visa and MasterCard.)

The following consultations are *not* covered by Medicare and will require private payment:

- Workers Compensation
- Pre-Employment Medicals
- Insurance and some Driving Medicals
- Non-Medicare Card Holders

Cancellations and Non-attendance

A non-attendance fee of \$40.00 will apply if you do not attend your appointment or fail to provide at least 2 hours' notice of your cancellation. Please phone us if you need to cancel your appointment, this will allow us to offer the appointment to another patient. Cancellation fees are not covered by Medicare or your Health Fund.



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COMMUNICATION

Our Practice gives patients sufficient information about the purpose, importance, benefits, risks, and possible costs associated with proposed investigations, referrals, or treatments, where possible, to enable patients to make informed decisions about their health.

At Ravenswood Family Practice, all phone calls are taken by our experienced Receptionists. If a phone call is for one of our doctors, our receptionist will take your details and any message before forwarding to your doctor. It is not standard procedure to put calls through from patients directly to the doctors as they are consulting with other patients during business hours. In case of an emergency, your call will be put through to one of our Nurses.

Our administration staff will deal with emails

to the practice via info@ravenswoodfamilypractice.com.au. Emails addressed to or intended for doctors, will be forwarded to the doctor's communication inbox. Text (SMS) messages are used for patient appointment reminders, follow-ups, and any health reminders. Please inform one of the receptionists if you wish to opt-out of receiving SMS reminders.

Follow up of Tests and Results

Our Practice uses several secure electronic messaging systems to receive test results and specialist letters. Those who do not support these systems will fax or post the reports, which are scanned immediately upon receipt. The doctors check the results and make a comment regarding follow up appointments. It is our practice Policy to recall patients with any abnormal or significant test results or report. Our procedure is as follows:

Urgent Results: The Doctor or Nurse will contact you by phone to advise you to make an appointment. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.



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Non-Urgent Results: Our automated recall and reminder system will send you a text requesting you to make a non-urgent appointment. If you have chosen to opt-out of receiving texts, you will be phoned by one of our receptionists. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.

Normal results (No action required): If your doctor has marked your results as normal, we do not contact you. You may phone us to check if your results have been received, and may make an appointment to discuss the results if you so choose. All communication methods will not provide any confidential information and an appointment will be required if you wish to discuss results.

MANAGEMENT OF PERSONAL INFORMATION

Our practice has strict guidelines on the collection, storage, use and disclosure of personal health information. Any data and information collected is held, used and disclosed in accordance with the Privacy Act 1988.

PRIVACY

The contents of a patients file will not be divulged without your consent or where required by law. You are entitled to see your records by appointment, with your GP. Our full Privacy policy is available upon request at Reception and on our practice website www.ravenswoodfamilypractice.com.au

FEEDBACK OR COMPLAINTS

If you wish to provide any feedback or complaints, please do not hesitate to contact the staff at Ravenswood Family Practice. You can also provide feedback or complaints via email to:

manager@ravenswoodfamilypractice.com.au

If you feel you need to discuss your concerns outside of this practice, you may contact:

The Health & Disability Services Complaints Office at GPO Box B61, Perth 6838
Telephone: (08) 9323 0600 Fax: (08) 9221 3675
www.hadsco.wa.gov.au



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OUR SERVICES

Screening

- Blood Pressure
- ECG Heart Assessment
- INR
- Skin Cancer
- Spirometry (for respiratory assessment)

Vaccinations

- Immunisations for infants and children
- Flu Jab leading up to winter each year
- Covid-19 vaccinations

Minor Surgery

- Skin biopsies, excisions and grafts
- Ingrown toenail
- Suturing of wounds
- Mole and Cyst removal

Women's Health

- Hormone Replacement Therapy (HRT)
- Family planning
- Obstetric Care
- Pap Smears

Men's Health

- Prostate screening

Other Services

- General Consultations
- Health Assessments
- Chronic Disease management
- Mental Health management
- Aged Care Health
- Childrens Health
- Minor Procedures
- Pathology



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OUR DOCTORS

➤ **Dr Nick Wilson** MBBS MRCGP (UK) FRACGP

Dr Nick Wilson is one of the founders of The Ravenswood Family Practice. He trained in the UK where he worked as a General Practitioner for 15 years before moving to Australia with his family in 2009. Nick has worked in the Mandurah area since. He has an interest in Chronic Disease Management, especially Diabetes and Minor Surgery. When not working Nick spends his time playing golf, travelling and spending time with family and friends.

➤ **Dr Intan Ramli** MD FRACGP

Dr Ramli began working with us in May 2019, her patients love her kind and caring nature. She graduated from the University of Western Australia in 2012. Dr Ramli then worked in Royal Perth Hospital, Fiona Stanley Hospital and Armadale Mental Health. She has also worked in a few Rural Clinics prior to commencing here at Ravenswood Family Practice. Dr Ramli has a special interest in General Medicine, Mental Health, Paediatrics and Women's Health. She can fluently speak both Malay and English. When not working Dr Ramli enjoys spending time with her two young children. Dr Ramli is available Monday and Thursday.

➤ **Dr Wolfram Jatsch** MD MRCGP DFFP MSc DTM&H FRACGP

Dr Wolfram Jatsch has just recently begun working with us in November 2020. Dr Wolfram trained as a GP in the UK and moved to Australia from Germany in 2008 where he has spent the past 12 years in General Practice. He decided it was time for a change and moved to Western Australia with his wife and children.

Dr Wolfram's special interests are in Chronic Disease Management, Musculoskeletal Conditions and Men's Health.

When Dr Wolfram is not at work, he enjoys trekking and spending time with his family.

Dr Wolfram Jatsch will be available Monday-Friday 8:30am-4pm.



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➤ **Dr Brenda Ruiz MD DPAFP FRACGP**

Dr Brenda Ruiz joined our team in May 2020. Brenda originally qualified in the Philippines, where she was a Family Physician in her own Family Practice, before moving to Australia with her family in 2012.

Brenda can fluently speak Filipino and English.

Dr Ruiz has a special interest in Women's Health, Skin Cancer & Chronic Disease Management, especially Diabetes Management.

When Brenda is not working she enjoys spending time gardening and cooking.

Dr Ruiz is available Tuesday to Friday 8.00am – 4.00pm.

OUR CLINICAL STAFF

Practice Nurses:

Perla and Abbey

OUR ADMINISTRATION STAFF

Management:

Practice Manager: Saskia Reicheld

2IC: Carolyn Jeffreys

Receptionists:

Aliesha, Kylie and Janni

