



# PRACTICE INFORMATION SHEET

## OPENING HOURS

Monday to Friday: 8:00am – 5:00pm

## OUR PRACTICE

Our staff are committed to providing the best of 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 or to provide us with feedback.

You can also book online using our website: [www.ravenswoodfamilypractice.com.au](http://www.ravenswoodfamilypractice.com.au)

**Walk-In Appointments** are available for existing patients only for urgent/ quick consults between 8:30am– 12:30pm (depending upon doctor availability).

**Longer Consultations** are available upon doctor's approval, so please ask our reception staff if you are a new patient, would like to discuss multiple issues, have mental health issues, or need a preventative health check.

**Telehealth Appointments** are available for repeat prescriptions and referrals only. These appointments can be made by speaking to our reception team.

**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:

For Urgent Medical Attention, please dial **000** or visit Peel Health Campus Emergency Department located at 110 Lakes Road, Mandurah

- Get Better Doctors – 1800 238 837
- Peel Health Campus – (08) 9531 8000

## Interpreter Services

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

## 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 as of 1<sup>st</sup> August 2024 are:

Monday to Friday Fees		
Description	Private Fee to pay	Medicare Rebate
Standard Consultation (10 min)	\$90.00	\$43.90
Long Consultation (20 min)	\$140.00	\$84.90
Extended Consultation (40 min)	\$165.00	\$122.15
Walk-In Clinic (Standard only)	\$90.00	\$43.90
Telehealth (short)	\$55.00	\$20.05
Telehealth (over 6 min)	\$90.00	\$43.90

*\*Bulk-Billing is available for eligible general consults for: Children under the age of 16yrs, a valid Government Health Care or Pension Card or DVA Gold Card holders.*

Treatment room Procedures will be charged at a Private Fee depending upon which procedure is required. A reduced fee or "concession" rate may be available for eligible patients.

All fees are to be paid on the day. The practice accepts cash, EFTPOS, and Credit Card payments.



# PRACTICE INFORMATION SHEET

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

- Workers Compensation
- Motor Vehicle Accidents
- Non Medicare card holders
- Driving Medicals
- Medical Reports
- Racing and Waging Medicals
- Firearms Health Assessment

## **Cancellations and Non-attendance**

Non-attendance fees 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.

## **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. Our doctors do not accept calls from patients. In case of an emergency, your call will be put through to one of our nurses.

Emails to the practice via [info@ravenswoodfamilypractice.com.au](mailto:info@ravenswoodfamilypractice.com.au) will be dealt with by our administration staff. We do not accept requests for scripts, referrals or appointments via this method. You will be advised to make an appointment with your GP.

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 makes a comment regarding follow up appointments. It is our practice Policy to recall patients with any abnormal or significant test results. 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.
- **Non-Urgent Results:** Our automated recall and reminder system will send you a text requesting you to make a non-urgent appointment. If there is no answer after 3 attempts, a letter will be emailed or posted. If you have chosen to opt-out of receiving texts, a letter will be emailed or posted.
- **Normal results:** (No action required): If your doctor has marked your results as normal, we do not normally contact you. You may receive a sms via Hotdoc advising of this.

## **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

## **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](mailto:manager@ravenswoodfamilypractice.com.au)



# PRACTICE INFORMATION SHEET

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](http://www.hadsco.wa.gov.au)

## OUR SERVICES

### **Screening**

- Blood Pressure
- ECG
- INR
- Skin Cancer
- Prostate screening

### **Vaccinations**

- Immunisations for infants and children
- Flu
- COVID
- Shingles
- Whooping cough

### **Minor Surgery**

- Skin biopsies, excisions and grafts
- Ingrown toenail
- Suturing of wounds
- Mole and cyst removal
- Contraceptive insertion/removal
- Other minor procedures

### **Women's Health**

- Hormone Replacement Therapy
- Family planning
- Obstetric Care
- Cervical Screenings

### **Skin Checks**

- Skin checks standard and full body

### **Medicals**

- Driver's License
- Commercial Driver's License
- Firearms Health Assessment
- Racing and Wagering Medicals

### **Other Services**

- General Consultations
- Chronic Disease management
- Pathology
- Mental health management
- Aged Care Health
- Children's Health
- Chiropractic Care
- Ear Syringing

## OUR DOCTORS

- **Dr Nick Wilson** MBBS, MRCGP(UK), FRACGP
- **Dr Brenda Ruiz** MD, DPAFP, FRACGP
- **Dr Wolfram Jatsch** MD, MRCGP, DFFP, MSc, DTM&H, FRACGP
- **Dr Intan Ramli** MBBS, FRACGP
- **Dr Nneka Adigwe** MBChB, MRCGP (2023), FRACGP
- **Dr Kate Benson** MBBS, MRCGP

## OUR PRACTICE NURSES

Abbey, Perla, Sue and Jedda

## OUR ADMINISTRATION TEAM

**Practice Manager:** Kylie Brewster

**2IC:** Carolyn Jeffreys

**Receptionists:** Alisha and Shannon