

Recalls and Reminders

We are committed to preventive care. To provide an efficient monitoring of your health, this practice offers a computerised system of recalls and reminders. We may issue you with a reminder notice occasionally offering you preventive health services appropriate to your care. If you do not wish to be part of the system, please let our Doctors or Receptionist know. Recalls / reminders are done by SMS for follow-up tests, immunisation, health care assessments or review of chronic health problems such as diabetes, asthma.

Appointments

For all appointments, please phone (08) 9259 0102 or online via www.willettonfamilypractice.com.au

We will make every effort to accommodate your preferred time and Doctor, however, please remember that appointments are scheduled at ten (10) minutes intervals. Longer consultations are also available. Please inform reception if you require a longer consultation.

If more than one member of your family needs to see a Doctor, please advise reception at the time of booking in order to allocate one appointment per person – this will help us run on time. Emergencies and sick children will be given priority. If the booking relates to this, please advise reception to allow for the appropriate procedures to be carried out.

Please advise us in advance if you are unable to make your appointment. If you fail to notify, cancelation fee will be applied.

Suggestions and Complaints

Doctors and staff at Willetton Family Practice are committed to providing you with a high standard of patient care. Your input will help us to improve our service and we do value any suggestions or concerns that you may have.

Please feel free to discuss them with staff. Alternatively, there is a suggestion box located at the reception. Responses are treated in confidence. Otherwise, please contact the Health and Disability Services Complaints Office (HaDSCO) on 9323 0600

Emergency After Hours

Night Doctor - 1300 644 483

Emergency Numbers

General Emergency - 000

Ambulance Booking - 131 233

Poisons Info Line - 131 126

Fiona Stanley Hospital - (08) 6152 2222

St John of God Murdoch - (08) 9438 9000

Perth Children's Hospital - (08) 6456 2222

Bentley Mental Health Emergency
1300 555 788

Home Doctor Service - 1300 030 030



WILLETTON
Family Practice

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Family Practice

25 Yampi Way

Willetton

(08) 9259 0102

At Willetton Family Practice, our team of general practitioners and administrative staff aim to provide excellent personalised quality patient care.

Our doctors have vast experience in various aspects of general practice. They have special interests in women's health, pediatrics, adolescent health, preventive health management, mental health and travel medicine. Your GP may refer you for other medical investigations. You will be provided with information about the purpose, importance, benefits and risk associated with the investigations to assist you in making an informed decision about your health.

Dr. Ketharanathan Sitparan
MBBS, MSc (UWA), FRACGP



Dr. Mohammed Alhamoudi
MD, FRACGP



Dr Vipin Gupta
MD, FRACGP



Dr, Maya Kaitharath
MMBS, FRACGP



Dr Norah Kalibbala
MBChB , FRACGP

Fees and Payment

At Willetton Family Practice, consultations are bulk billed on weekdays and mixed billed on weekends for those patients who hold a valid Medicare Card. Phone Consultations will also be privately billed during both weekdays and weekends. Please bring your Medicare card with you for all consultations. A fee will be charged for patients not registered with Medicare, and for consultations not covered by the Medicare Benefit Schedule. That is, fees are charged for Allied Health Services, certain vaccines and consumables. For further information, please discuss possible fees and charges with our staff. Where fees apply, we do accept EFTPOS and credit card payments.

If your visit is as a result of a work-related injury, you need to inform the attending doctor. Work related consultations and treatment patients are expected to pay for the consult and reimburse it from your employer or the insurance company involved.

Referral & Prescription Requests

Please see your Doctor if you require a prescription or a referral to see a specialist.

Test Results

Your doctor will give you instructions on how to obtain results for pathology or imaging test (X-Ray, Ultrasound etc.). In general, results are given during consultation as this allows for appropriate discussion of their implications.

Privacy

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised member of staff.

Special Requirements

We provide medical care for people with many different communication needs. Here at Willetton Family Practice we have access to interpreting services. Please inform reception when booking your appointment if you will require communication services for your consultation.

Special Note

Despite our best intentions, we sometimes run late. This is because a patient has needed unexpected urgent attention. Be assured when it is your turn you will be given the time you deserve.

Range of Services

Regular health checks and consultations with your Doctor are an essential part of preventive care. Please see your Doctor if you have any issues or changes in your body that you are concerned about.

The doctors at Willetton Family Practice provide the following services:

- Childhood & Adult Immunisations
- Children's health check & development
- Family planning advice
- General Travel vaccinations
- INR
- Liquid nitrogen freezing therapy
- Management of chronic disease
- Medicals for driving
- Clinical Psychologist
- Mental health care
- Minor surgery
- Pap smears and breast checks
- Pre-Employment and Insurance Medicals
- Preventive health
- Smoking cessation
- Stress management
- Physiotherapist
- Counsellor