

## Staff

Doctors  
 Dr Olateju Jinadu

Practice Manager  
 Melanie

Receptionists  
 Karen  
 Emma  
 Amanda  
 Chloe

## Contact Us

50 Robinson St  
 (PO Box 781)  
 Northam WA 6401

T 08 9690 1781

F 08 96211 532

E [northam@wheatbelt.com.au](mailto:northam@wheatbelt.com.au)

W [www.wheatbelt.com.au](http://www.wheatbelt.com.au)

## Opening Hours

Monday to Friday  
 8.30am - 4.30pm

Saturday  
 Closed

Sunday  
 Closed

## About Us

Wheatbelt General Practice's goal is to provide the highest standard of primary health care to all patients. This is an independent practice not affiliated with the Northam Regional Hospital but the practice Doctor does support the Hospital's Emergency Department by attending to emergency patients. Please note that the hospital's patient records are separate to the practice's patient records.

A 'Privacy Policy' (Privacy Act 1988) is in place with regard to the confidentiality of all patient information and the practice operates strictly in accordance with this Act.

There will be no discrimination in the provision of excellent care with an ongoing aim to treat all patients with dignity and due respect. This practice is committed to promoting wellness and disease prevention for all patients.

### Services Available

Check-ups, health assessments (including diabetes, asthma and mental health), Indigenous health, family planning, pap smears, pregnancy tests, maternity health, heart checks, men's & women's health, vaccinations (children, travel and adults), nutritional advice, sexual health, travel medicine, workers compensation claims, MVIT claims and skin checks are all available at this practice.

### Fees

The current standard consultation fee is \$50 and for a longer or prolonged consultation a higher fee will be charged. Higher charges attract a Medicare refund, with a similar gap to standard consultations. This means that your out of pocket expense is kept to a minimum. The practice is equipped with a Tyro facility. This facility means that, if you pay by EFTPOS your Medicare card can be swiped at the time of payment and Medicare will automatically pay your refund into your bank account.

Payment on the day is required. Accounts will not be issued.

Please note that all patients with current pension, veteran affairs cards, health care cards or children under 16 years of age will be bulk billed. For more information on the fees, please speak to the Receptionist.

Childhood Immunisations and Swine Flu Vaccinations are free of charge.

### Appointments

Wheatbelt General Practice uses an appointment system. Appointments can be made by telephoning reception staff on (08) 9690 1781. Urgent medical problems will be dealt with promptly.

Longer appointments are available so please tell our Receptionists if you require extra time. It is important that you notify reception staff at the time of booking if you think you will require a longer appointment in an effort to avoid delays to other patients.

Nobody likes to be kept waiting and staff are very much aware of this factor. The practice endeavours to adhere to the appointment schedule however, unpredictable situations may mean that the Doctor sometimes runs behind time. This mostly occurs when a patient is requiring urgent medical attention and, as always, they will be given priority. You are more than welcome to telephone the Receptionist prior to your appointment and they will be happy to advise you of any delays.

If you no longer require your appointment, a telephone call to the surgery to cancel would be greatly appreciated. Charges may apply for appointments cancelled with less than 24hrs notice.

### Disabled Facilities

The practice accommodates patients who have disabilities with wheelchair access and disabled toilet facilities. Friendly staff are always available for any assistance that you may require.

### Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain privacy and security of personal health information at all times. This practice will not disclose your personal health information to third parties unless you have consented to this disclosure or this disclosure is necessary as you are at risk of harm without treatment and you are unable to provide consent.

Personal Health Information and your Medical Record, may be collected, used and disclosed for the following reasons;

1. For communicating relevant information with other treating Doctors, Specialists or Allied Health Professionals,
2. For follow up reminder/recall notices, to you,
3. Accounting/Medicare/health insurance procedures,
4. Quality assurance activities such as accreditation,
5. Disease notification as required by law (e.g. infectious diseases),
6. Legal related disclosure as required by a court of law (e.g. subpoena, court order, suspected child abuse),
7. Research purposes (de-identified data).

If you have any concerns in relation to your personal health information, please discuss these with your Doctor.

### Contacting the Practice / Doctor

The Doctor may be contacted within normal practice hours. If the Doctor is consulting, to try and avoid interruptions, the Receptionist will take a message and your call will be returned as soon as possible. In the case of an emergency you will be put directly through to the Doctor or the Northam Regional Hospital's Emergency Department.

Emails to the practice are checked daily.

### After Hours Care

Should you require urgent medical attention during the evening, overnight or weekends please contact the Northam Hospital on (08) 9690 1300, and the Accident and Emergency nurse will contact the on-call Doctor if necessary. Dr Jinadu participates regularly in the hospital's after-hours roster system.

If the situation is life threatening, please phone 000.

### Taxis

Should you require a taxi, please discuss this with the Receptionist who will be happy to arrange this for you.

### Reminder Systems / Registers

This practice is committed to preventative care. You may be issued with a reminder notice or call from time to time offering you preventative health services appropriate to your care. If you do not wish to be a part of this system, please inform the Receptionist.

In some instances your personal details may be entered onto practice registers and also State and Federal Registers, for example ACIR (Australian Childhood Immunisation Register) and the HPV National Register, for the purpose of assisting to manage patient health and for future research purposes. Please speak to the Receptionist if you have any concerns in relation to being part of these registers.

### Your Rights / Patient Feedback

The Wheatbelt General Practice's aim is to provide a quality and caring service. This practice would genuinely like to know if you have concerns or suggestions about any aspect of service. Please direct any concerns or suggestions to the Receptionist, or alternatively discuss the matter with your Doctor.

However, if you wish to take this matter further and feel the need to discuss the matter outside of the practice, the contact details for the Formal Complaint Body in WA are:

### The Office of Health Review

GPO Box B61  
Perth WA 6838  
[www.healthreview.wa.gov.au](http://www.healthreview.wa.gov.au)

Phone: (08) 9323 0600  
Regional Freecall Number: 1800 813 583  
TTY: (08) 9323 0616  
Fax: (08) 9221 3675

Email: [mail@healthreview.wa.gov.au](mailto:mail@healthreview.wa.gov.au)

### Mission Statement

To build healthy communities through sustainable General Practice.

To provide the highest standard of patient care at all times with a commitment to promoting health, well being and disease prevention to all patients.