

Mission Statement

We will provide high quality, integrated primary healthcare services across the Wheatbelt.

Contacting our staff

Phone calls and emails to the clinic are welcomed and messages will be passed onto our health staff.

Missing an Appointment

Wheatbelt Health Network are committed to providing all our patients with exceptional care. When a patient cancels without giving enough notice, they prevent another patient from being seen.

Please call us by 5pm the day prior to your appointment to notify us of any changes or cancellations.

We understand that something may come up that may prevent you from attending your appointment. Our policy is to call all patients who miss an appointment.

Patient Feedback

The Wheatbelt Health Network prides itself on providing quality healthcare to patients. We would like to know if you have any concerns or suggestions on how we can improve our service to you. Please ask your receptionist for a feedback form.

Furthermore, if you wish to lodge a formal complaint you can contact the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583 or via www.hadsco.wa.gov.au

Privacy Policy

The Wheatbelt Health Network, is bound by the Australian Privacy Principles under the Privacy Act 1988. We are committed to complying with all applicable privacy laws which govern how the Practice collects, uses, discloses and stores your personal information. To receive a copy of our full Privacy Policy, please ask a staff member or visit our website:

www.wheatbelt.com.au

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law. You have the right to access your personal information in your health record. information.

After hours care

Please visit Northam Hospital Emergency located at 50 Robinson Rd, Northam Ph. 96901300



WAPHA
WA Primary Health Alliance



Patient Information



Monday—Friday 8:00am to 7:00pm

Saturday 8:30am to 2:30pm

Phone: 9621 4444

Fax: 9621 2119

25 Holtfreter Avenue, Northam

E-mail: northam@wheatbelt.com.au

www.wheatbelt.com.au

Wheatbelt Health Network is proud to be a not-for-profit organisation.

Services Available

- * Doctors
- * Nursing
- * Diabetes Education
- * Dietitian Services
- * Physiotherapy
- * Psychology
- * Counselling
- * Ultrasound
- * Pathology
- * Pharmacy
- * Audiology
- * Indigenous Health Services
- * Visiting Specialist/s

Café

We have a café onsite offering coffees, salads, sandwiches, snacks and hot food.



Quality Accreditation

Wheatbelt Health Network is certified to ISO9001:2015 and clinical standard RACGP 4Ed.

Doctor Appointments

Appointments can be made by calling Reception on 9621 4444, or online via www.wheatbelt.com.au. Please advise us if you require a longer appointment.



Practice Fees

Brief Appt—\$35.00 (\$16.95 Rebate)

Standard Appt—\$70.00 (\$37.05 Rebate)

Longer Appt—\$110.00 (\$71.70 Rebate)

Lengthy Appt—\$150.00 (\$105.55 Rebate)

-Pensioners and Concession Card holders are bulk-billed, as well as those under 16.

Doctors

- Dr Oladapo Alegbe - Dr Laurence Vogler
- Dr Kevin Christianson - Dr Hannah Taufiq
- Dr Vish Ramaraju

Test Results

All test results will be reviewed by your Doctor. Should your Doctor request a follow-up appointment, you will be contacted by the Patient Services Team.

On The Day Appointments

These are not released until the actual day of booking. Call early to ensure you obtain a desired time-slot.

Special Needs

The Practice provides wheelchair access for ease of entry into the building, and accessible toilets are situated inside the main entrance. Please advise Reception if you have a hearing or sight impairment. We are happy to assist you anyway we can.

Transfer of Records

Transfer of Medical Records from the Practice will incur a \$25.00 Administration Fee. Please ask a Patient Services Officer for a consent form.

Walk-in Appointments

We welcome walk in appointments however waiting times may apply.