

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

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

Wheatbelt Health Network des 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 our Patient Services Officers for a feedback form. 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.hadscow.wa.gov.au

Privacy Policy

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.

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. You can also request an amendment to your health record should you believe that it contains inaccurate information.

To receive a copy of our full Privacy Policy, please ask a staff member or visit our website:



Patient Information Sheet



Monday—Friday 8:30am to 5:00pm

Phone 9574 2300

Fax 9574 2355

81 Stirling Terrace, Toodyay

E-mail: toodyay@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
- ⇒ Pathology
- ⇒ Optometry
- ⇒ Aboriginal Health
- ⇒ Pharmacy (Northam)
- ⇒ Audiology (Northam)
- ⇒ Asthma Education (Northam)
- ⇒ Ultrasound (Northam)
- ⇒ Visiting Specialist/s (Northam)



Doctor Appointments

Appointments can be made by calling Reception on 9574 2300, or online via HealthEngine at www.wheatbelt.com.au

Please advise Reception 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.

- Medicare claims can be processed on-site

Doctors

Our dedicated team of Health Care Professionals:

- Dr Nzinga Bila
- Dr Louise Stann-Bishop
- Dr Oladapo Alegbe



WAPHA
WA Primary Health Alliance

Test Results

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

On The-Day Appointments

These are released on the actual day of booking. It is advisable to 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 building.

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 our Practice will incur a \$25.00 Administration Fee. Please ask a Patient Services Officer for a consent form.

Quality Accreditation

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