

# PRACTICE INFORMATION SHEET

## Veritas Health Care Medical Centre

Shop 3 Rangeway Shopping Centre, 197 Rifle Range Road, Rangeway WA 6530  
PO Box 7281, Geraldton WA 6531  
Tel: 08 9935 9490 Fax: 08 9935 9510  
Email: [reception@veritashealthcare.com.au](mailto:reception@veritashealthcare.com.au)  
Website: [www.veritashealthcare.com.au](http://www.veritashealthcare.com.au)

*Veritas Health Care Medical Centre is committed to providing long-term quality healthcare across all age groups. Our approach to your care is centered on your health needs and based on maintaining good standards of care as enshrined by the RACGP guidelines, to ensure best outcomes in your health and optimizing your well-being through patient participation and partnership.*

*We aim to build long-term relationships with our patients and to provide diligent service and care. Each patient's needs and desired health outcomes is our primary focus in partnership with our patients.*

### **Surgery Hours:**

**Monday – Friday 8.30am – 5.00pm (except Thursday)**

**Thursday 8.30am – 3.00pm**

**Closed between 12pm and 1pm**

**Closed Saturday, Sunday & Public Holidays**

### **Practice Doctors:**

Dr Ebe Mandishona  
Dr Yollanda Chikari

**Practice Nurse** – Julie Hughes

**Practice Manager** – Jude Malalis

**Receptionist** – Sheyanne Crawford

**Receptionist** – Justine Damian

### **After hours & Emergency**

If patients require urgent medical attention e.g., shortness of breath, chest pain or someone has collapsed please call 000.

For afterhours, please phone 1800 CALL A DOC (1800 225 523) or Health Direct on 1800 022 222.

### **Fees & billing arrangements**

**Veritas Health Care Medical Centre is a Private Billing Practice, Veteran Affairs Patients are Bulk Billed. Patients who are current holders of an Australian Government Pension Concession Card as issued by Centrelink and /or a Healthcare Card may be offered Discounted Rates and/or Bulk Billed at the Doctors Discretion. Our billing policy and fees are on the notice board at reception.**

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### **Communication/Telephone Policy**

Staff will take your details if you are calling to speak with the Doctor and will only interrupt a consultation if the problem is urgent.

### **Test Results**

We encourage all patients to follow up on all tests performed.

The follow up of your results are your responsibility.

If you have been sent for some tests, please contact practice nurse for the results 2-3 days later.

You will need to make an appointment to discuss your results in detail, with your treating doctor.

If you are required to have an appointment earlier, the practice nurse will contact you.

If your results are normal, we will not contact you. You are welcome to phone us to check if your results have been returned to us, but you will have to make an appointment to discuss these results.

### **Patient Feedback**

Please feel free to talk to your Doctor or reception staff if you have any suggestions or are unhappy with our service.

Alternatively, you may prefer to contact:

The Health & Disability Services Complaints Office  
GPO Box B61  
Perth WA 6838  
Telephone: 1800 813 583 or 08 6551 7600  
Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

### **Management of Patient Health Information**

Our Practice is committed to maintaining the confidentiality of your personal health information. For more details please ask reception staff to see a copy of our privacy Policy.

### **Engaging with other services & referrals**

Our practice regularly engages with local health services, such as specialists, allied health, and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.

### **Interpreters available**

If patients require interpreters:

Interpreter service for non-English speakers TIS National phone 131 450

National Relay Service  
Voice Relay number 1300 555 727  
TTY number 133 677  
SMS relay number 0423 677 767

Auslan services (Australian Sign Language) [www.auslan.org.au](http://www.auslan.org.au)