

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
Website: 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 Nurse – Katy Farmer

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

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