

# 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, Tuesday, and Friday 8.30am – 5.00pm  
Wednesday and 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

### Services Provided

- General family medicine/primary health care
- Reproductive health advice, sexual health, women's health, contraception [including Implanon insertion and removals]
  - Maternal and child health promotion and consultation
    - Men's health assessments
  - Chronic disease management, care plans, health assessments
    - Well Man's Check and Well Woman's Check
      - Skin check facilities
- Minor surgery (small skin excision and removal of lesions) and skin checks
- Mental health assessment, advice, and treatment/referrals/care plans
  - Drivers Licence Medicals
  - Nursing home visits
  - Home medication reviews
- Diabetes risk assessments and diagnosis
  - Referrals to Allied Health
  - Travel Health medical advice
  - ECGs, INR check, Spirometry
- Smoking cessation advice and treatment
  - Immunisation and advice
- Aboriginal and Torres Strait Islanders Health Assessments
  - Asthma Health Assessment
  - Diabetes Health Assessment
  - Mother and child health checks
    - Podiatry consultations

### 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 Health Direct on 1800 022 222.

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### **Appointments**

Our clinic offers both walk-in and by appointment consultations. Patients are encouraged to book an appointment, as walk-ins may be experiencing long wait times.

### **Home Visits**

Doctors in our Centre are available for house calls and external visits to regular patients under certain circumstances. Please see the receptionist or call the Centre to request a home visit.

### **Electronic Communication/Telephone Policy**

Unless it is an emergency, we do not disturb Doctors during consultations with telephone calls. A message can be taken by reception staff and sent to the Doctor electronically for their response. Patients contacting the Practice by email can expect to wait up to two days for a response. Our Practice will not send any personal information by email unless specifically requested in writing by the patient.

### **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 the 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)

### **Fees & billing arrangements**

Veritas Health Care Medical Centre is a Private Billing Practice, Veteran Affairs Patients may be Bulk Billed or billed at a discounted rate.

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.