

Practice Information Sheet

Olympic Medical Centre

21/3 South St, Canning Vale WA 6155

Phone: 08 9456 2911 - Fax: 08 9455 6944

Email: omc@olympiccanningvale.com.au Web: www.olympiccanningvale.com.au

SURGERY HOURS

Mon - Fri: 8am – 10pm

Sat: 8am – 5.00pm

Sun: 9am – 1pm

PATHOLOGY

Mon-Fri 8am-1pm

Sat: 8.30am – 11.30am

After Hours Emergency

If you or your family are unwell and need to see a Doctor after hours, call 1800 BETTER (1800 238 837)

Interpreter Services

1300 131 450

Aboriginal health council

AHCWA (08) 9227 1631

BULK BILLING ARRANGEMENTS:

Bulk billing Practice – some medical procedures and medical reports may incur a gap payment.

PRACTICE DOCTORS

Dr Vishnu Gopalan – a male practitioner who has special interest in the areas of diabetes, skin cancers and men's health

Dr. Shobana Krishnamoorthy – a female GP with special interest in all aspects of women's health, children's health, antenatal care, family medicine, chronic disease management, obesity, mental health and care of the elderly.

Dr. Kushan Kosala Rajapaksha – a male GP who specialises general medicine, cardiology, diabetes, work injuries, children's health and antenatal care.

Dr. Jayaendran Karivandan – a male GP with a special interest in Family Medicine, Chronic Disease Management, Men's Health, Children Health, Care of Elderly and Occupational Medicine, Skin Cancer Checks and Management.

Dr. Prasanthi Rao – a female GP who specialises in general practice.

Dr. Ghazala Nazim – a female GP who specialises in Female Health, Chronic Disease Management, Skin Cancer, Sexual Health, Mental Health and Geriatric Medicine.

Dr Manon Phillips – a female GP with special interests which include all aspects of family medicine, including managing long-term conditions and care of the elderly. Musculoskeletal disease, pain management and symptom-control in life-limiting conditions (palliative medicine).

Dr Keerthi Samaraweera – a male GP experience with special interest in child health and women's health. Also works Saturdays and available for home visits.

Dr Rudolph Wee – a male GP with special interests in General Adult geriatric medicine, Diabetes, Kidney Disease and emerging infection disease & the broader public health

Dr Anushiya Janarthan – a female GP with special interests in Children's Health, Chronic Disease Management & Mental Health Women's Health

Dr Pushpa Yapa – Dr Pushpa Yapa is a male GP in Olympic Medical Center. Dr Yapa welcomes patients of all cultural and ethnic backgrounds and prides himself of providing the very best of care to his patients.

PRACTICE STAFF

Practice Manager:

Jessica Marks

Reception Staff:

Kate Salter

Crystal Hamilton

Jessica Lunn

Practice Nurse:

Jacinta Joseph

SPECIAL PRACTICE NOTES

The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up-to-date with the latest medical innovations and to bring you efficient personal service.

SERVICES OFFERED

Olympic Medical offers patients general GP services, including Skin checks/biopsies and excisions, IUD Insertions and removals, Contraceptive implant insertions and removals, mental health care plans, Chronic disease management plans and reviews, Driving license Medicals, Workers compensation claims, Motor vehicle accident consultations, ingrowing toe nail removal,, Minor surgery, Childhood vaccinations, Travel medicine, Shared antenatal care, Men's health & Children's health.

TELEPHONING YOUR DOCTOR: Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.

REFERRALS: Doctors in this practice are competent at handling all the common health problems. When necessary, they are able to draw on opinions from specialists and refer you for further investigation. You can discuss this with your doctor.

TEST RESULTS: Results are checked daily by the doctors. If they need to be followed up, the doctor will either:

- Call directly to discuss them or:
- Doctor will advise you about a follow up appointment or:
- Request a receptionist to call you to make an appointment to discuss results.

REMINDER: A computerized reminder system is available and used to follow-up many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

COMMUNICATION POLICY

Our practice manages telephone calls, telephone messages and fax messages from patients. The practice has a policy in place to ensure that staff and patients are aware of the communications policy at Olympic Medical Centre, as well as the privacy laws and regulations around these. Olympic Medical endeavors to provide patients with timely advice about their clinical care via the telephone as a primary point of contact. The urgency of a patient's needs are determined promptly and handled appropriately. Email is not used as a method of communication between patients.

Other forms of Communication: Translator and interpreter services, such as AUSLAN and the National and Relay Service are also available for patients' who may require them.

APPOINTMENTS

Consultation is by appointment. Urgent cases will be seen on the day of request and will always be given priority. Appointments can be made by telephoning the practice, booking online or by visiting the practice in person.

***Please notify reception well in advance (minimum 1hr prior) if you are unable to attend an appointment. Failure to attend will incur a \$30 cancellation fee. If more than one person from your family wishes to see the Doctor at the same time, please ensure a separate appointment is made for each family member.**

Longer Consultations: Longer consultations are available; please advise reception if you require extra time when booking your appointment. If you require an insurance medical, review of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Walk-in appointments: Walk-ins will be allocated the first available consultation and will generally be required to wait. If no appointments are available, a booking will be offered for another day.

COMMENTS & SUGGESTIONS: If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to your doctor or receptionist about any problems you have. We believe that problems are best dealt with within the practice, but if still dissatisfied you may contact Health & Disability Services Complaints Office, Level 17 St Martin's Tower, 44 St Georges Terrace, Perth WA 6000. Phone: 9323 0600. FreeCall 1800 813 583.

PRIVACY

Your Medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized staff members.

HOME VISITS:: Home visits are available at the doctor's discretion; alternatively, home visits are available through WADMS.

Booking a long appointment: If you want an insurance medical, review of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Please notify us if you are unable to attend an appointment, well in advance. If more than one person from your family wishes to see the Doctor at the same time, please ensure a separate appointment is made for each family member.

AFTER-HOURS SERVICE

If you require assistance during after hours, please contact the Get Better 1800 238 837.

If you or your family are unwell and need to see a Doctor after hours, call 1800 BETTER (1800 238 837). If it is an emergency, please call 000.

TRANSFER OF MEDICAL RECORDS

If you chose to move to a different medical Centre, the practice is more than happy to accommodate this. The request needs to be in writing and the practice may charge a fee to transfer the records. This fee is normally around \$11 for a disc and if a printed copy is required it could cost between \$20 - \$50, depending on the size of the file.