

Privacy Policy Information

All patient information is private, and confidentiality of patient information must be always maintained. The rights of every patient are to be respected. All information collected by this practice in providing a health service is deemed to be private and confidential.

What personal information do we collect?

Some of the information we will collect about our patients includes:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details.

For More information see our Privacy Information for Patients sheet, or ask staff at reception

Practice Communication Policy

An incoming telephone call is the principal method for initial and subsequent communication by a patient and most other persons to this practice. As such, the telephone is recognised as a vital vehicle for creating a positive first impression, displaying a caring, confident attitude and acting as a reassuring resource for our patients and others.

Our aim is to facilitate optimal communication opportunities with our patients. Our general practitioners and other team members are aware of alternative modes of communication used by patients with a disability or a language barrier.

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and patient consent needs to be obtained before engaging in electronic communication. Electronic communication includes email, facsimile .

Communication with patients via electronic means is conducted with appropriate regard to privacy.

For After Hours

Emergencies

Call 000

Or

GP Assist

1800 022 222



Wynyard Medical Centre

138 Goldie street Wynyard
Phone: (03) 6442 2201

Open 7 Days a Week

8am to 8pm Monday– Friday
9am to 12pm Saturday and Sunday

Closed on Public Holidays

Emergency and Walk-In patients can be seen through our Triage System.

No Appointments required for our walk in clinics on weekend.

Practice Information Sheet

Complaints and Feedback

if you have any questions, or a complaint about your health information, or experience please contact our office. We welcome all feedback.

All Feedback is discussed and dealt with accordingly.



Wynyard Medical Centre

Phone: (03) 6442 2201

Fax: (03) 6442 4222

Website: www.wynyardmedical.com.au

Mission Statement

Wynyard Medical Centre is committed to providing its patients with a high standard of care for the benefit of each patient's health and well being.

Wynyard Medical Centre is a readily accessible, high quality medical service for all patients, their families and carers. It provides a friendly, caring environment where the contribution of all team members are valued and recognized and the respect for the needs of the individual patient is a priority

Our Practitioners

Dr Roland Ark MBBS (Rgn), MBBS Hons (Tas), FRACGP, Ass Dip Applied

Science (Syd)

Dr Zohaib Pervaiz (MBBS, FRACGP)

Dr Sukanya Selvarajah MD

Dr Dhanesha Gunawardena (MBBS, FRACGP)

Dr Nimalika Samarabandu (MBBS, Dip in Family Medicine)

Dr Shalisha Menon (MBBS)

Wynyard Medical Centre is primarily a mixed billing practice

Our practice may bulk bill patients who are holders of a: Pension card, Health Care card, Veteran Affairs card or Children under the age of 16. It is up to the GP's discretion on how consultations will be billed.

Fees are as follows:

Level A Short Consultation: \$ 42.00

-Medicare Refund: \$ 17.90

Level B Standard Consultation \$ 62.00

-Medicare Refund: \$ 39.10

Level C Long Consultation: \$ 96.00

-Medicare Refund: \$75.75

Level D Extended Long Consultation with

Complex Issues: \$130.00

-Medicare Refund: \$111.50

Payment of accounts is to be made at the time of the consultation. Payment can be made by cash, cheque or eftpos.

*** Prices subject to change without prior notice.**

In addition to medical consultations the following services are available:

- Audiogram (hearing test)
- ECG (heart tracing)
- Spirometry (lung function test)
- Point of Care Testing such as Blood Sugar, INR and Ketone Tests
- Children and adults immunisations
- General Vaccinations
- Corporate Vaccinations
- Men's Health
- Women's Health
- Family Planning
- Sexual Health Screening
- Pre Employment Medicals
- Drivers Medicals
- Scuba Divers Medicals
- Foster Care Medicals
- Medical Emergency
- 4 Year Old Health Check
- 45-49 Year Old Health Check
- 75 Year Old Health Check
- Aboriginal Health Check
- Travel Medicine advice & Vaccinations
- Work Injury/Workers compensation & Rehabilitation

- Heart Disease Education
- Diabetes Education
- Lifestyle Education
- Home visits
- Minor General and skin surgery
- Asthma Assessment/Airways assessment
- Care Coordination Program
- Diabetes Assessment
- Covid Vaccinations
- Covid PCR Testing

Requesting a Home Visit

A patient can arrange for a home visit or the doctor may request this if the patient is:

- A regular patient of the practice
- Live within a 20km radius of the practice
- Where it is safe and reasonable
- Has provided correct contact details with a confirmed telephone number
- Patient has the type of problem that necessitates a home visit such as:
 - Acutely ill
 - Immobile
 - Elderly
 - Have no means of transport
 - Unable to access the practice facilities due to disability
 - Have approval from the treating GP to provide this service.