

33 Wellington Street, NORTHAM WA 6401

<http://www.northamfamilypractice.com.au>

**T:** (08) 9621 9500

**E:** [reception@northamfamilypractice.com.au](mailto:reception@northamfamilypractice.com.au)

**F:** (08)9622 7538

Opening Hours	Our Services	
<b>Monday – Friday:</b> 8:00AM to 5:00PM	✓ Immunisations	✓ Contraception & family planning
	✓ Health assessments	✓ Allied health services
	✓ Skin cancer checks	✓ Merina & Implanon insertion / removal
<b>Saturday:</b> 9:00AM to 1:00PM	✓ Skin cancer Procedures	✓ Sexual health checks
	✓ Chronic disease management	✓ Antenatal & post-natal care
<b>Sunday:</b> 9:00AM to 1:00PM	✓ Care plans	✓ Men's health
	✓ Women's health	✓ Home & aged care visits*
	✓ On-site pathology	

\* These services are provided at the doctor's discretion

**Our Team**

Dr. Margo Gaid (MBBCh, AMC, FRACGP)	Dr. Samuel Mansour (FRACGP, MBBch, AMC)	Dr. Ali Shukur (MBChB)	Dr Yose Angorro (MD)
Speaks English & Arabic	Speaks English & Arabic	Speaks English & Arabic	Speaks English and Chinese
<b>Special interests:</b> ✓ Paediatrics ✓ Dermatology ✓ Skin Checks ✓ Chronic disease management ✓ Women's Health ✓ Wound care & suturing ✓ Health Assessments ✓ Aged Care & Family Health	<b>Special interests:</b> ✓ Paediatrics ✓ Internal Medicine ✓ Travel Advise ✓ Aboriginal Health ✓ Wound care & suturing ✓ Elderly health care ✓ Family medicine ✓ Women's health ✓ Mental health	<b>Special interests:</b> ✓ Paediatrics ✓ Diabetes ✓ Mental health ✓ Antenatal Care ✓ Travel medicine ✓ Chronic Disease Management ✓ Wound care & suturing	<b>Special interests:</b> ✓ Paediatrics ✓ Mental health ✓ Chronic Disease Management ✓ Wound care & suturing ✓ Health Assessments
Tamara Practice Manager	Debra Receptionist	Anne Receptionist	Sue Receptionist
Practice Nurse Paige			

Paige is our experienced nurse and is available for appointments Monday to Friday.

## Billing

At Northam Family Practice we **bulk-bill** all patients who hold a valid Medicare card.

If a procedure is not covered by Medicare you will be informed prior to your consultation.

For all non-Medicare card holders a list of our consultation fees is provided below:

### Monday – Friday

Brief Consultation: \$40.00

Standard Consultation: \$70.00

Long Consultation: \$140.00

### Some consultations not covered under Medicare include:

- ✓ Driving Medical Assessments
- ✓ Iron Infusions
- ✓ Pre-Employment Medicals

Some Dressings and stitches if you have a minor surgery will incur a small fee.

## Cancellation Fees

Please contact the surgery prior to your appointment if you are unable to attend, failing to do this or not attending your appointment will result in a charge of \$40.00 per standard appointment or \$80.00 for a long consult.

## Results

During the appointment, we advise all patients to book an appointment to discuss results. However, our procedures for the recall of results are as follows:

**Urgent Results:** The nurse will contact you immediately by phone to advise you to make an appointment to see the doctor. If there is no answer after 3 attempts, a letter will be sent to you, advising an urgent appointment.

**Non-Urgent Results:** The nurse will contact you via phone to advise you to make an appointment. If there is no answer after 3 attempts, a letter will be sent to you, advising an appointment.

If your results are **normal** we do not contact you to advise you of this. You can phone the surgery to check if your results have been received, and may make an appointment to discuss the results, even if they are normal. We **do not** give results over the phone due to patient confidentiality.

For **recalls and reminders** we will attempt to call, if there is no answer a letter will be sent. Confidential information is not included in these letters.

We participate in national, state and territory reminder systems and registers, such as the Australian Childhood Immunisation Register and the National Cervical Screening Program.

## Personal Health Information

Northam Family Practice has strict guidelines on confidentiality, patient consent, and consent for a 3rd party to obtain information, transferring of health information and access and security of personal health information.

It adheres to the Australian National Privacy Principles Act and the Health Records and Information Act. A copy of this information can be obtained from reception upon request.

## Feedback & Complaints

If you have any questions, feedback or complaints please do not hesitate to contact the staff at Northam Family Practice.

You can also provide feedback, suggestions & complaints via email to

[p.manager@northamfamilypractice.com.au](mailto:p.manager@northamfamilypractice.com.au)

If you are dissatisfied with the service you have received from our practice and do not want to discuss this with us, the following information is for the state health complaint agency:

The Health and Disability Services  
Complaint Office (HaDSCO)  
GPO Box B61  
Perth WA 6838  
Phone: (08) 9323 0600  
Fax: (08) 9221 3675  
Country Free Call: 1800 813 583

## Appointments & Communication

Same day appointments are available within our opening hours. To book an appointment you can call the surgery, come in and enquire when the next appointment is available or you can book online via our website or Health Engine.

Our doctors can provide **home visits** however, the provision of these visits are at the discretion of the treating doctor.

**Walk ins:** We do accept walk-in patients. As a walk-in patient you may have to wait an extended period of time due to other patients have already booked appointments and you will be advised of an average wait time if you walk in. We recommend booking an appointment to ensure you are not waiting as long.

### For appointments outside of our opening hours you contact the following:

**Northam Hospital**– 50 Robinson Street, Northam 6401– Phone: (08) 9690 1300

For Emergency Medical Attention please contact **000** Immediately.

**Phone Communication:** if you need to speak to your doctor over the phone, you will need to leave a message with reception and the doctor may return your call at their discretion. We do not transfer patient's calls through to the doctor.

**Electronic Communication** is available via email at [p.manager@northamfamilypractice.com.au](mailto:p.manager@northamfamilypractice.com.au) Any queries relating to clinical issues or any urgent matters should not be sent through email and you should call the practice.