

# Practice Information

Phone: 9342 8680 Fax: 9342 8130  
[www.koondoolaavenuemedicalcentre.com.au](http://www.koondoolaavenuemedicalcentre.com.au)

Shop B4, 34 Koondoola Avenue, Koondoola WA 6064

**Opening Hours**  
Mon – Fri: 8:00 – 17:30

**BOOK  
ONLINE**

## Our Doctors

Dr Simon Rogers  
Dr Zahra Iftikhar  
Dr Amr Diab

## Practice Staff

Marjorie, Karen & Julie

## Nursing Staff

Reggie, Vania & Portia

## Manager

Joanne

## After Hours Appointments:

Dial-a-doc - 1300 030 030

Aubin Grove Medical Centre After hours

Clinic - 9499 4099

Kwinana Medical Centre – 9419 2044

## Online Appointments

Book online – visit our website:

[www.koondoolaavenuemedicalcentre.com.au](http://www.koondoolaavenuemedicalcentre.com.au)

To book an appointment please call our practice or book online via our website or Health Engine. Same day appointments are available. Please request your preferred G.P. and we will endeavor to provide an appointment. Please advise reception at time of booking if you require a longer consultation (exceeding 10 minutes.)

Please let reception know if your appointment is urgent.

Appointments for results for X-rays/blood tests will require an appointment.

Doctors generally do not take phone calls whilst consulting, if you have an urgent query please advise the receptionist and a message will be passed on to the Doctor or the nurse may follow up and assist if necessary.

## Our Services:

Men's, Women's Children's health  
Immunisations/Vaccinations  
Driving medicals  
Worker's compensation  
Antenatal and post natal care  
Minor procedures  
Diabetes care/Health assessments  
General health issues

We are a bulk billing practice; we do require your current Medicare care number. If you are not registered with Medicare you will be charged the standard consult fee of \$50.00 this is payable after the consultation on the same day.

Please note that all medicals are privately billed as they are not covered by Medicare. The fees for medicals range from \$50-\$120 depending on the type of medical. Our reception staff will advise you of the cost when booking your appointment.

Home visits may be available at the doctor's discretion. Please ask at reception for details.

Your medical records are a confidential document. It is the policy of this surgery to maintain security of personal information at all times and to ensure that this information is only accessible to authorised members of staff. Your medical records remain the property of "Koondoola Avenue Medical Centre" if you transfer to another surgery relevant copies can be made and will be posted to the other surgery. A signed written consent is required for this action. Koondoola Avenue Medical Centre adheres to the National Privacy Principles Act and the Health Records and Information Act. A copy of this information can be obtained from our Practice Manager.

We encourage patients to provide us with feedback. If you wish to provide us with feedback please send written notification addressed to the Practice Manager.

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## Smoking Policy

This practice has a no smoking policy.

## Patients Rights and Feedback

We recognise that patients have certain rights and we will endeavour to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the Practice Manager or the receptionists on duty are available to discuss any problems that you may have. Should you wish to take any complaints further you can contact, Health and Disability Services Complaints Office on 1800 813 583 or (08) 9323 0600

## Accreditation

Koondoola Avenue Medical Centre is fully accredited with AGPAL; we have achieved accreditation by demonstrating the following:

- Respect for the rights and needs of our patients.
- Commitment to improved patient outcomes.
- Efficient practice system, including electronic health records.
- An enhanced patient environment.
- Enhanced communication between patients and practice staff.
- Commitment to quality improvement through ongoing education of doctors and staff.

## Results Policy

Results will not be given out over the phone due to patient confidentiality. You may ring the practice to check that your results have been received and then make an appointment with your Doctor.

## Non Urgent Results

Practice staff will contact you via the phone if the Doctor has advised that you need to be seen for a non urgent appointment.

## Urgent Results

Your Doctor or practice staff 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 is required.

## Reminders and Recalls

Koondoola Avenue Medical Centre has a computer reminder system in place and is available to provide systematic healthcare reminders for Health Assessments, Care Plans, Vaccinations, Pap Smears and other matters considered to be important to patient care and prevention. If you do not wish to receive reminders please advise Reception.

## Disabilities

It is surgery policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff that will be very willing to assist.

## Aboriginal & Torres Strait Islander "Closing the Gap" program

To allow us to tailor appropriate care and assist with this government health incentive please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.

