

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday to Friday 8:00am – 6:00pm
Saturday 9:00am – 5:00pm
Sunday & Public Holidays 9:00am – 5:00pm

OUR PRACTICE

Our staff are committed to providing the best of care to our patients. Please feel free to contact us regarding any questions you may have about our doctors or practice.

APPOINTMENTS

The Bridge Family Practice & Skin Clinic runs by appointments. Please call us on (08) 9582 4999 to make an appointment, follow-up or to provide us feedback. You can also book online using our website: www.thebridgefamilypractice.com.au.

Walk-In appointments are generally available for Urgent appointments only on Monday-Friday 9:00am–2:30pm (depending upon doctor availability). These appointments will incur a private fee.

Longer consultations are available, so please ask our reception staff if you are a new patient, or would like to discuss multiple issues, have mental health issues, need preventative health checks, or need any other procedures.

Home Visits may be available at the discretion of your treating doctor. Enquiries can be made by talking to one of our receptionists.

After-Hours

If you require after-hours medical attention, please contact the following:

- Perth After Hours Medical Service – 1300 000 362
- Night Doctor – 1300 644 483

If you require urgent medical attention, please dial **000** or visit Peel Health Campus Emergency, located at 110 Lakes Road, Mandurah.

Interpreter services

For patients who may require a translating service, please advise reception at the time of booking so a telephone interpreter can be arranged.

BILLING INFORMATION

The Bridge Family Practice & Skin Clinic is a mixed billing practice, meaning we charge a private fee or Bulk Bill eligible patients and consultations. Our practice Billing Policy is available at Reception and on our practice website.

PRACTICE INFORMATION SHEET

Our current GP consultation fees as of 1st November 2023 are:

Monday to Friday		
Description	Private Fee to pay	Medicare Rebate
New Patient (10 min)	\$80.00	\$41.40
Standard Consultation (10 min)	\$80.00	\$41.40
Long Consultation (20 min)	\$125.00	\$80.10
Extended Consultation (40 min)	\$165.00	\$118.00
Walk-In Clinic (Standard only)	\$80.00	\$41.40
Skin Check Standard	\$100.00	\$41.40
Skin Check Full Body	\$140.00	\$80.10

*Bulk-Billing is available for existing patients for general consults only for: Children under the age of 12yr and Government Health Care or Pension card or DVA Gold Card holders. Excluding weekends, Walk-In Clinic, Skin Checks, New patients and Procedures.

After-Hours		
Description	Private Fee to pay	Medicare Rebate
Standard Consultation (10 min)	\$95.00	\$53.90
Long Consultation (20 min)	\$145.00	\$92.45
Extended Consultation (40 min)	\$195.00	\$129.95
Skin Check Standard	\$115.00	\$53.90
Skin Check Full Body	\$160.00	\$92.45

*After-Hours means Weekends and Public Holidays.

Procedures requiring a Nurse or Doctor will be charged at a Private Fee depending upon which procedure is required. A reduced fee or "concession" rate for these procedures maybe available for Children under the age of 12yr and Concession card holders.

Pensioners or HealthCare Card holders are required to present their card for discounted fees to apply.

All fees are to be paid on the day. The practice accepts cash, EFTPOS, and Credit Card payments (Visa & Mastercard).

The following consultations are *not* covered by Medicare and will require private payment:

- Workers Compensation
- Pre-Employment Medicals
- Insurance and some Driving Medicals
- Non-Medicare Card Holders

Cancellations and Non-attendance

Non-attendance fees apply if you do not attend your appointment or fail to provide at least 2 hours' notice of your cancellation. Please phone us if you need to cancel your appointment,

this will allow us to offer the appointment to another patient. Cancellation fees are not covered by Medicare or your Health Fund.

COMMUNICATION

Our Practice gives patients sufficient information about the purpose, importance, benefits, risks, and possible costs associated with proposed investigations, referrals, or treatments, where possible, to enable patients to make informed decisions about their health.

At the Bridge Family Practice & Skin Clinic, all phone calls are taken by our experienced Receptionists. If a phone call is for one of our doctors, our receptionist will take your details and any message before forwarding to your doctor. It is not standard procedure to put calls through from patients directly to the doctors as they are consulting with other patients during business hours. In case of an emergency, your call will be put through to one of our Nurses.

Emails to the practice via info@thebridgefamilypractice.com.au will be dealt with by our administration staff. We do not accept requests for scripts, referrals or appointments via this method. You will be advised to make an appointment with your GP.

Text (SMS) messages are used for patient appointment reminders, follow-ups, and any health reminders. Please inform one of the receptionists if you wish to opt-out of receiving SMS reminders.

Follow up of Tests and Results

Our Practice uses several secure electronic messaging systems to receive test results and specialist letters. Those who do not support these systems will fax or post the reports, which are scanned immediately upon receipt. The doctors check the results and make a comment regarding follow up appointments. It is our practice Policy to recall patients with any abnormal or significant test results or report. Our procedure is as follows:

Urgent Results: The Doctor or Nurse will contact you by 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 urgent appointment is required.

Non-Urgent Results: Our automated recall and reminder system will send you a text requesting you to make a non-urgent appointment. If you have chosen to opt-out of receiving texts, you will be phoned by one of our receptionists. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.

Normal results (No action required): If your doctor has marked your results as normal, we do not normally contact you. You may receive an sms via Hotdoc advising of this.

MANAGEMENT OF PERSONAL INFORMATION

Our practice has strict guidelines on the collection, storage, use and disclosure of personal health information. Any data and information collected is held, used and disclosed in accordance with the *Privacy Act 1988*.

PRIVACY

The contents of a patients file will not be divulged without your consent or where required by law. You are entitled to see your records by appointment, with your GP.

Our full Privacy policy is available upon request at Reception and on our practice website www.thebridgefamilypractice.com.au

FEEDBACK OR COMPLAINTS

If you wish to provide any feedback or complaints, please do not hesitate to contact the staff at The Bridge Family Practice & Skin Clinic. You can also provide feedback or complaints via email to: manager@thebridgefamilypractice.com.au

If you feel you need to discuss your concerns outside of this practice, you may contact:

- The Health & Disability Services Complaints Office at GPO Box B61, Perth 6838
Telephone: (08) 9323 0600 Fax: (08) 9221 3675 www.hadsco.wa.gov.au

OUR SERVICES

Screening

- Blood Pressure
- ECG Heart Assessment
- INR
- Skin Cancer
- Spirometry (for respiratory assessment)

Vaccinations

- Immunisations for infants and children
- Flu Jab leading up to winter each year
- Covid-19 vaccinations for patients over the age of 12

Minor Surgery

- Skin biopsies, excisions and grafts
- K-Laser
- Ingrown toenail
- Suturing of wounds
- Mole and Cyst removal
- Other minor procedures

Womens Health

- Hormone Replacement Therapy
- Family planning
- Obstetric Care
- Pap Smears

Mens Health

- Testosterone Replacement Therapy (TRT)
- Prostate screening

Skin Checks

- Skin check standard and full body
- Full Body Mole-Mapping (using AI technology)

Other Services

- General Consultations
- Health Assessments
- Chronic Disease management
- Mental Health management
- Aged Care Health
- Childrens Health
- Pathology
- Chiropractic Care
- Psychology Services

OUR DOCTORS

- **Dr Sammy Sharifeh – GP Skin Cancer Specialist** MD, MRCGP(UK), FRACGP, Master of Skin Cancer (UniQLD), Senior Lecturer/ Clinical Dean of General Practice/Curtin Medical School

Dr Sharifeh is very passionate about providing quality skin checks and skin cancer care. He also has special interest in chronic disease management and disease prevention.

- **Dr Craig Thomson** BSc (Hons), BMBS, MRCGP, FRACGP

Dr Craig Thomson is a General Practitioner originally from the UK. He has worked across a broad range of specialities including general, respiratory and older adult medicine, general surgery, psychiatry, emergency medicine, paediatrics and palliative care. Dr Thomson is cultivating specific interests in a number of areas, especially hormone replacement therapy including testosterone replacement therapy alongside a more general skillset in men's sexual health.

- **Dr Colin Gomez** MD, FRACGP

Dr Colin Gomez is from Malaysia and has recently moved to Australia with his wife and two children. Dr Gomez has special interest in chronic diseases such as hypertension, diabetes, men's health, sexually transmitted diseases and sports injury.

- **Dr Rebecca Lee** MBBS, DRANZCOG, FRACGP

Dr Lee has special interest in palliative care with experienced work ship in hospice care and holds a Diploma in clinical palliative care awarded by the Royal Australian College of Physicians (RACP). Dr Lee's areas of interest include women's health, sexual health, dermatology, paediatrics, chronic disease management and palliative care.

- **Dr Mina Hajighanbari** MD, FRACGP

Dr Mina has worked in the GP sector since 2012, her interests include general medicine, general surgery, skin cancer medicine, mental health issues, women's sexual health along with chronic illness such as hypertension and diabetes.

- **Dr Damoon Heidary Nezhad** MD, AMCc, FRACGP

Dr Damoon speaks English and Farsi and has special interests in General Medicine, General Surgery, Skin Cancer medicine, Mental Health issues along with Chronic illnesses such as Hypertension, Diabetes and Geriatric medicine.

➤ **Dr Jasmine D'Cruz** MBBS, MAFP, FRACGP

Dr D'Cruz started practicing medicine in 2011 in Malaysia. Dr D'Cruz has been practicing as a GP for the last 7 years and has obtained her fellowship from the RACGP. She has special interest in women's health, chronic illness (such as hypertension and diabetes). Dr D'Cruz is currently furthering her studies in skin cancer medicine.

➤ **Dr Yazan Al-Absi** MD, FRACGP, Advanced certificate in Skin Cancer Surgery and Skin Cancer Medicine

Dr Yazan is dedicated to helping prevent and treat skin cancer. He has successfully completed multiple courses in skin cancer medicine and surgery and is currently pursuing a master's degree in medicine with a specialisation in skin cancer.

➤ **Dr Myo "Henry" Aung** MBBS, MRCGP (UK), MSc, DFSEM

Dr Aung joins our team from the UK. He has a special interest in Diabetes care and management. Dr Aung is also a Diplomate member of the faculty of sports and exercise medicine (UK).

OUR ALLIED HEALTH

Psychology

➤ **Mrs Soumya Sooppiyaragath** MAAPI, MSC APP CLINICAL PSYCHOLOGY, PSYCHOLOGIST BSC PSYCH

Soumya is an AHPRA Registered Psychologist with a special interest in trauma and psychosomatic disorders. Hailing from India, she has been in Australia since 2015. Soumya loves working across various cultural backgrounds, ages and axial spectrum and enjoys writing research papers along with her clinical practice.

Chiropractic Care

➤ **Dr Daniel Simmonds**

Dr Daniel Simmonds graduated from Murdoch University with a Bachelor of Chiropractic Science and Bachelor of Clinical Chiropractic with distinction. Daniel has also completed advanced qualifications in dry needling and taping.

OUR CLINICAL STAFF

Practice Nurses:

Ann-Marie, Janine, Sam, Sarah, Chloe

OUR ADMINISTRATION STAFF

Management

Practice Manager: Alison Thurston

2IC: Danielle Stone

Receptionists:

Kerri, Natalie, Lisa, Jessica, Rebecca, Jacqui, Hollie, Kylie.