



PRACTICE INFORMATION SHEET

OPENING HOURS

Monday to Friday: 8:00am – 5:00pm
Saturday & Sunday: 9:00am – 4:00pm

OUR PRACTICE

Welcome to The Bridge Family Practice & Skin Clinic. Our practice staff are committed to providing the best of care to all our patients.

APPOINTMENTS

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

- **Walk-In Appointments** are generally available for existing patients only for urgent/short consults only on Monday-Friday 9:00am– 2:30pm (*depending upon doctor availability*).
- **Longer Consultations** are available upon the doctor's approval, so please ask our reception staff if you are a new patient, or would like to discuss multiple or mental health issues.
- **Telehealth Appointments** (*phone only*) are only available at the request of your treating doctor.
- **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:

For Urgent Medical Attention, please dial **000** or visit Peel Health Campus Emergency Department located at 110 Lakes Road, Mandurah

- Peel Health Campus – (08) 9531 8000 or Get Better Doctors – 1800 238 837

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.

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.

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.

Our current GP Consultation fees as of 1st July 2025 are:

Monday to Friday Fees		
Description	Private Fee to pay	Medicare Rebate
New Patient (10 min)	\$90.00	\$43.90
Standard Consultation (10 min)	\$90.00	\$43.90
Long Consultation (20 min)	\$140.00	\$84.90
Walk-In Clinic (Standard only)	\$110.00	\$43.90
Skin Check Standard	\$100.00	\$43.90
Skin Check Full Body	\$140.00	\$84.90

**Bulk-Billing is available for existing patients for eligible weekday general consults for: Children under the age of 12yr and valid Government Health Care or Pension Card or DVA Gold Card holders.*

Treatment room procedures will be charged at a Private Fee depending upon which procedure is required. A reduced fee or "concession" rate may be available for eligible patients.

All fees are to be paid on the day. The practice accepts cash, EFTPOS, and credit card payments.

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

- Workers Compensation
- Driving Medicals
- Travel Advice Consults
- Pre-Employment Medicals
- Non-Medicare Card Holders



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After-Hours Fees		
Description	Private Fee to pay	Medicare Rebate
Standard Consultation (10 min)	\$110.00	\$57.15
Long Consultation (20 min)	\$160.00	\$98.00
Skin Check Standard	\$120.00	\$57.15

*After-Hours means Weekends and Public Holidays.

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. Our Doctors do not accept calls from patients. 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 makes a comment regarding follow up appointments. It is our practice policy to recall patients with any abnormal or significant test results. 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 emailed or posted.
- **Normal results:** (no action required): If your doctor has marked your results as normal, we do not normally contact you. You may receive a 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*.

Use of Artificial Intelligence (AI) Scribes

Our practice uses an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record, once transcribed, the audio recording is destroyed. Only your General Practitioner can access this content. You have the right to refuse the use of the AI Scribe during your consultation.

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.

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 or Telephone: (08) 9323 0600



PRACTICE INFORMATION SHEET

OUR SERVICES

Screening

- Blood Pressure
- ECG Heart Assessment
- INR
- Skin Cancer
- Prostate Screening

Vaccinations

- Immunisations for infants and children
- Flu Jab leading up to winter each year
- Travel advice

Minor Surgery

- Skin biopsies, excisions and grafts
- Ingrown toenail
- Suturing of wounds
- Mole and cyst removal
- Contraceptive insertion/removal
- Other minor procedures

Women's Health

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

Skin Checks

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

Other Services

- General Consultations
- Chronic Disease Management
- Pathology
- Mental Health Management
- Annual Health Assessments
- Drivers Medicals
- Chiropractic Care
- Dietician Consultations

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 Yazan Al-Absi** MD, FRACGP, Advanced Certificate in Skin Cancer Surgery and Skin Cancer Medicine
- **Dr Myo “Henry” Aung** MBBS, MRCGP(UK), MSc, DFSEM
- **Dr May Chit** MBBS, MRCGP(UK)
- **Dr William Clark** MRCGP, MVChB, BSc (Hons)
- **Dr Jasmine D’Cruz** MBBS, MAFP, FRACGP
- **Dr Thanuya Francis** MRCGP, MBBS, BSc (Hons), GPcert (MedEd)
- **Dr Colin Gomez** MD, FRACGP
- **Dr Damoon Heidary Nezhad** MD, AMCc, FRACGP
- **Dr Receive Ndlovu** MBChB, MRCGP, DRCOG, FRACGP
- **Dr Shilpa Suresh** MBBS, MRCGP, DRCOG, DPMSA, FRACGP
- **Dr Craig Thomson** BSc (Hons), BMBS, MRCGP, FRACGP
- **Dr Naomi Wakefield** MMBChir, MRCGP, DRCOG, FRACGP

OUR PRACTICE NURSES

Ann-Marie, Amber, Janine, Sam

OUR ADMINISTRATION TEAM

Practice Manager: Alison Foster

2IC: Danielle Stone

Receptionists: Chanelle, Jacqui, Jayne, Jess, Karen, Karina, Kylie, Lisa, Natalie, Siobhan