

Are You aged between 45-49 yrs old?
Enquire now as you are Eligible for a Free Health Assessment

Welcome to
our New Doctor
Shuaib Ellahi

New Fees as of 1st JAN
2022
See price list for more
details



19 Peelwood Parade, Halls
Head.

PH: 9581 2345, Fax: 9581 2356

www.peelwoodmedical.com.au

FEEDBACK

We welcome comments and suggestions regarding the care you receive at this practice. Please feel free to talk to the doctor at your consult or our receptionist or feel free to write to us.

PATIENT COMPLAINTS

All complaints concerning the running of the surgery should be addressed either in person or by letter / practice complaints form to the Practice Manager.

Complaints concerning your medical treatment should be address to the doctor concerned.

If you are dissatisfied with the practice response you should address your complaint to:
Office of Health Review

www.healthreview.wa.gov.au
1800 813 583

SERVICES

Services Provided:

- Acute Care
- Aged Care
- Antenatal Shared Care
- Asthma Management
- Childhood Immunisations
- Chronic Disease Management
- Diabetes Management
- ECG's
- Family Medicine
- Health Assessments
- Health Education
- Home Medicines Review
- Infant & Child Health
- Lung Function Tests
- Medical Reports
- Men's Health
- Mental Health Care
- Minor Surgery
- Palliative Care
- Pap Smears & Women's Health
- Pathology Service on – site
- Preventative Medicine
- Skin checks & cryotherapy
- Sporting injuries & fractures
- Veteran Affairs
- Worker's Compensation
- Wound Management

FAILURE TO ATTEND

We require at least **12 – 24 hours'** notice of cancellation of any appts – unless there are extenuating circumstances.

If you fail to attend an appointment it will instantly attract a 'nonattendance fee' of up to \$50 which is required to be paid PRIOR to any further appointments

If you attend as a walk-in, without an appointment we will endeavor to have you seen to as soon as possible. Please be advised this could involve a waiting period.

It is at the doctor's discretion to provide home visits and may only be provided to palliative patients of this practice.

VIOLENT & ABUSIVE PATIENTS

UNDER NO CIRCUMSTANCE WILL THIS PRACTICE TOLERATE VIOLENT AND ABUSIVE BEHAVIOUR

General

We respect each patient's time with the Doctor, so we refrain from putting non urgent calls through whilst they are consulting.

If the Reception or Nursing staff cannot assist you with any queries, then an instant message will be sent to the GP with your message and if required the Receptionist/Nurse will phone you back at their earliest convenience.

Patients are encouraged to email or phone reception with any enquiries.

DOCTORS

DR Stephen Sun
FRACGP MBBS BSc
Pharm)

DR Jacqui Sutton
FRACGP MBBS (Hons)
Dip Child Health (Hons)

DR Naomi Jupp
MBBS (Hons) BSc (Hons)

Dr Shuaib Ellahi
BSc , MBChB, MSc

SUPPORT STAFF

Clinical
Kylie
Registered Nurse

Janice
Registered Nurse

Administration
Robyn
Practice Manager

Carolyn
Jade
Melody
Receptionists

Home Visits

Home visits are at the Doctors discretion. Only regular patients will be considered.

We are a Private Billing Practice and only bulk bill children under `12yrs old and DVA card holders.

Our Pension card holders will have an out of pocket expense

Private rates are as below;

Standard Consult \$80.50
(Medicare rebate - \$39.10)

Long Consult \$145.50
(Medicare rebate - \$75.75)

Extended Consult \$210.50
(Medicare rebate - \$111.50)

We also charge for procedures such as lesions, ferrinject and implanon insertions and removals.

Prices are variable and all patients will be advised in advance.

Please speak to our receptionist if you have any queries regarding our fees and charges.

RECALLS/REMINDERS

Sometimes your doctor will order investigations such as blood tests or x-rays. You will be required to book in for a return apt to discuss the results. However, we do have a system in place to recall patients with abnormal results.

Peelwood Family Medical also has a recall system in place for all patients requiring follow up appts for immunisations, pap smear, health assessments and care plans. Please advise your GP if you do not wish to be included in this service.

Your results will be automatically registered with the National & State Territory recall system – if you do not want this to happen please let reception know.

We respect the patient's right to privacy & handle each confidential health record with the utmost care – at any stage our Policy for patient privacy can be viewed by asking the receptionist.

ON-SITE PATHOLOGY

Western Diagnostic Pathology

Mon & Wed
8.00 – 3.30 pm

Tues, Thurs & Fri
8.00 – 1pm

If you require **urgent** medical assistance outside our office hours – please attend the Accident and Emergency Department at:

PEEL HEALTH CAMPUS
9531 8000
or contact
Dial a Doctor
1300 030 030
GP After Hours
9328 0418
Health Direct Helpline
1800 022 222

OPENING HOURS – Mon – Friday 8.30am – 5.00pm

Peelwood Family Medical Practice is participating in providing the Pfizer Covid-19 Vaccination for >12yr olds

Please speak to reception about booking an appointment.

If you have any questions or concerns regarding the covid-19 vaccinations, please book an appointment with your GP to discuss.

Clinics will be run most Tuesdays, but this may be subject to change.

If you are feeling unwell leading up to the day of your vaccination, please phone reception to arrange another day for your vaccination.

PROOF OF COVID-19 VACCINATION

- Medicare online
- Medicare mobile app
- My Gov
- Call AIR 1800 653 809 (Australian Immunisation Registry) & request the certificate be posted to you. Can take up to 14 days to receive
- Make a telephone consult with your GP



We are now on Facebook! Go ahead and like our page so you can be kept up to date with all of the wonderful things that will be going on here at Peelwood Family Medical Practice and to get involved with our online community. **@peelwoodfamilymedicalpractice**



Common child health issues

Here's a quick guide to some of the most common child health issues in Australia.

Allergies

[Allergies](#) happen when your child's immune system reacts to substances in the environment that are

harmless to most people – for example, foods, insect stings, dust mites, animals or pollen. See your GP if you think your child has an allergy.

Asthma

If your child has [asthma](#) they might have a whistling wheeze when breathing, be short of breath either during physical activity or while they're resting, have a persistent dry cough, or cough during physical activity or at night. If you think your child has asthma, see your GP.

Colds

Children can get [colds](#) as often as once a month. The best treatment is usually fluids, comfort and rest. Antibiotics won't help. If you're worried that it's something more serious than a cold, see your GP.

Conjunctivitis

[Conjunctivitis](#) is an infection of the lining of the eyeball and eyelids. Symptoms include red, puffy, sticky and sore eyes. Bacterial and viral conjunctivitis are very contagious, but allergic conjunctivitis isn't contagious. Take your child to the GP to check which kind of conjunctivitis your child has and how to treat it.

Food intolerances

[Food intolerances](#) are a reaction to a food you've eaten. Symptoms include bloating, diarrhea and stomach pain, which usually clear up by themselves. Talk to your GP if you think your child has a food intolerance.

Gastroenteritis

Many children get [gastroenteritis](#) ('gastro'). Symptoms include diarrhoea, loss of appetite, vomiting and nausea, stomach cramps and fever. Most cases of gastroenteritis in children aren't serious, but it's important to make sure that your child gets enough fluid.

Hand, foot and mouth disease

[Hand, foot and mouth disease](#) causes small blisters inside the mouth and on the hands and feet. These aren't itchy. It's a mild and harmless infection.

Impetigo

[Impetigo or school sores](#) usually starts as flat, red spots or small blisters anywhere on your child's body. The spots might fill up with yellow or green pus, burst or crust over. The blisters are very itchy. If you think your child has impetigo, go to the GP, because your child needs antibiotics. Impetigo is highly contagious so keep your child at

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