

# Veritas Health Care Medical Centre

Shop 3 Rangeway Shopping Centre, Rifle Range Road,  
Rangeway WA 6530

Tel: 08 9935 9490 Fax: 08 9935 9510

Email: [reception@veritashealthcare.com.au](mailto:reception@veritashealthcare.com.au)

## PRACTICE INFORMATION SHEET

Veritas Health Care Medical Centre is committed to providing long-term quality healthcare across all age groups. Our approach to your care is centered on your health needs and based on maintaining good standards of care as enshrined by the RACGP guidelines, to ensure best outcomes in your health and optimizing your well-being through patient participation and partnership.

### Opening Hours

Monday 8.30am – 5.00pm

Tuesday 8.30am – 5.00pm

Wednesday 8.30am – 3.00pm

Thursday 8.30am – 3.00pm

Friday 8.30am – 5.00pm

Saturday CLOSED

Sunday CLOSED

[Closed between 12pm and 1pm Monday to Friday](#)

Closed on Public Holidays

### Doctors

Dr Eberhard Mandishona

Dr Yollanda Chikari

### Allied Health

Visiting podiatrist from Ankle & Foot Health Group every fortnight.

### Administration & Nursing Staff

**Practice Manager** – Jude Malalis

**Registered Nurse** – Jess Ellis

**Receptionist** – Sheyanne Crawford

### Services Provided

- General family medicine/primary health care
- Reproductive health advice, sexual health, family planning and contraception advice [including Implanon insertion and removals]
- Maternal and child health promotion and consultation
- Chronic disease management, care plans, health assessments
- Men's preventative health
- Women's preventative health, breast check and cervical screening
- Skin and mole checks
- Minor surgery for removal of cysts, moles and skin cancers
- Cryotherapy (freezing) of warts, skin tags or sunspots
- Paediatrics/child health checks
- Mental health assessment, advice, and treatment/referrals/care plans
- Drivers Licence Medicals
- Home visits
- Home medication reviews
- Diabetes risk assessments and diagnosis
- Referrals to Allied Health
- Travel Health medical advice
- ECGs, INR check, Spirometry
- Smoking cessation advice and treatment
- Immunisation and advice
- Aboriginal and Torres Strait Islanders Health Assessments
- Asthma Health Assessment
- Diabetes Health Assessment
- Weight management advice (loss or gain)
- Podiatry consultations

### After hours & Emergency

If patients require urgent medical attention e.g., shortness of breath, chest pain or someone has collapsed please call 000 or go to the Geraldton Regional Hospital Emergency Department.

For afterhours, please phone Health Direct on 1800 022 222.

### Appointments

Our clinic offers both walk-in and by appointment consultations. Patients are encouraged to book an appointment, as walk-ins may experience long wait times. If you are unable to attend an appointment, please give 24 hours' notice to cancel your appointment otherwise a non-attendance fee will apply.

### Long consultations

Some complex medical issues may take longer or require additional time with our Practice Nurse (e.g. Care Plans, ATSI / Asthma / Diabetes Health Assessments, procedures, driver's licence medicals) or Doctor (e.g. skin checks, multiple medical issues, counselling).

Please notify Reception when making your appointment so that extra time may be allowed.

### Telehealth Appointments

Telehealth appointments are made at the discretion of the individual Doctor. It is only offered to patients who have a positive Covid test or those that are doing regular INR monitoring tests.

### Non-attendance Fee

A fee will be charged for non-attendance of appointments. This will be \$40 and must be paid before booking another appointment.

Extenuating circumstances will always be taken into account.

Please ask at Reception if you would like a copy of our Attendance/No-Show Policy.

### **Scripts**

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose.

Therefore, if you are on your last repeat, please ring the practice and make an appointment so you don't run out of your medication.

Scripts will not be written without review, except in exceptional circumstances.

**Urgent scripts requests (needed within a day or two) will incur an additional \$5 fee on top of our usual fees:**

Concession = \$15

Standard = \$20

### **Electronic Communication/Telephone Policy**

Unless it is an emergency, we do not disturb Doctors during consultations with telephone calls. A message can be taken by reception staff and sent to the Doctor electronically for their response.

Patients contacting the practice by email can expect to wait up to two days for a response. Our Practice will not send any personal information by email unless specifically requested in writing by the patient.

Email should not be used for booking or cancelling appointments. **All appointments should be made and cancelled by calling us on 9935 9490.**

### **Test Results**

We encourage all patients to follow up on all tests performed.

All results are checked and notated by your doctor on a daily basis.

To ensure appropriate follow up of investigations, patients must book a return appointment for a review of these results within a week of the request. This appointment should be booked on the day the test was requested.

The practice will contact the patient with any result that requires more urgent attention and arrange an earlier consultation.

If you do not have a follow up appointment to discuss your results the practice will send you an SMS to make a follow up appointment at your doctor's request.

**If your results are normal, we will not contact you.**

You are welcome to phone us to check if your results have been returned to us.

### **Management of Patient Health Information**

Our Practice is committed to maintaining the confidentiality of your personal health information. For more details, please ask reception staff to see a copy of our privacy Policy.

### **Engaging with other services & referrals**

Our practice regularly engages with local health services, such as specialists, allied health, and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.

### **Your privacy**

Veritas Health Care Medical Centre respects your privacy. Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. Please ask at Reception if you would like a copy of our Privacy Policy.

### **Interpreters available**

Free Interpreter service for non-English speakers

TIS National phone 131 450

National Relay Service

Voice Relay number 1300 555 727

TTY number 133 677

SMS relay number 0423 677 767

Auslan services (Australian Sign Language)

[www.auslan.org.au](http://www.auslan.org.au)

### **Fees & billing arrangements**

Fees are payable at the time of consultation by cash or EFTPOS.

**Veritas Health Care Medical Centre is a Private Billing Practice.**

Veteran Affairs Patients may be Bulk Billed or billed at a discounted rate.

Patients who are current holders of an Australian Government Pension Concession Card as issued by Centrelink and /or a Healthcare Card may be offered Discounted Rates and/or Bulk Billed at the Doctors Discretion.

The AMA fee structure forms the basis of our billing policy and is displayed in the reception area.

### **Patient Feedback**

Please feel free to talk to your Doctor or our practice manager if you have any suggestions or are unhappy with our service.

Alternatively, you may prefer to contact:

The Health & Disability Services Complaints Office

GPO Box B61

Perth WA 6838

Telephone: 1800 813 583 or 08 6551 7600

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

### **Neurodevelopmental Clinic**

Veritas Health Care Medical Centre is now offering Paediatrician and Psychiatrist appointments for ADHD and Autism assessments and diagnoses.

Please check our ADHD & Autism New Patient Pathway FAQs for more information:

**[ADHD New Patient Pathway](#)**

**[Autism Spectrum Disorder New Patient Pathway](#)**

This is also available on our website, Facebook page and in the waiting rooms.