

## PRACTICE INFORMATION SHEET

Queensgate Medical Centre opened in 2015 with Directors Dr Richa Singh and Dr Karen Majda who have served the Canning Vale and surrounding community for 40 years combined.

### Our Mission

Queensgate Medical Centre's mission is to provide a quality and equitable health service by listening to and assessing the patient needs then giving appropriate health advice and guidance to achieve a good health result. We are committed to promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care, and we aim to treat all patients with dignity and respect.

### Operating Hours

Monday to Friday	8:00 am till 5pm
Saturday	8:00 am till 12 noon
Sunday	Closed
Public holiday	Closed

### Contact Us

Phone: (08) 9456 1811  
Fax: (08) 9456 2027  
Email: [reception@qgmedcentre.com.au](mailto:reception@qgmedcentre.com.au)

### Pathology Hours (Clinipath Pathology)

Monday to Friday	8:00 am – 1:00 pm 2:00 pm - 4:30 pm
Saturday	8:00 am - 11:30 am
Sunday	Closed
Public holidays	Closed

### Practice Principals

Dr Karen Majda  
Dr Richa Singh

### Practice Doctors

Dr Angela Xu  
Dr Bethany Reynolds  
Dr James Paratore  
Dr Jackline Oku  
Dr Bernice Lim  
Dr Madeleine Gayler  
Dr Tooba Toor  
Dr Amy Lee  
Dr Sukanya Arunachalam

### Practice Nurses

Wendy Wybrott  
Tahnee Boxma  
Maria Humphreys  
Elise Majda

### Practice Manager

Mrs Ashleigh Turner

### Senior Nurse

Fiona Mitchell

### Billing

Queensgate Medical Centre is a private billing practice with a discount given to concession card holders and teenagers 13-19 years of age. Children under the age of 12 years will be bulk billed. Payment is required on the day of consultation and our reception staff can assist you to claim your Medicare rebate. Should your account not be settled on the day, it will incur account keeping fees at the end of the 30-day term. If the account remains unpaid after 30 days, the account will be handed over to our debt collector where additional fees will apply.

## Appointments

Appointments can be made online 24 hours a day, 7 days a week via our website: [www.queensgatemedicalcentre.com.au](http://www.queensgatemedicalcentre.com.au) or by contacting the practice on 08 9456 1811.

Please let reception know if you need longer appointments for complex issues or multiple issues. Appointments for immunisations and vaccines will also require a visit with our practice nurse.

## Practice Services Include

- **Paediatric/Child Health:** Developmental checks, Childhood Immunisations, Paediatric mental health support and management and Perinatal, infant, child and adolescent medicine.
- **Women's Health Care:** Cervical Cancer Screening, Breast Checks, Pre-conception planning, Post Natal Care, Menopause and hormonal changes. Mirena (IUD) & Implanon insertions and Removals
- **Men's Health:** Services include Prostate & Other Cancer Screening, Mental Health, Sexual Health, Sleeping Difficulties
- **Older Adults:** Managing Chronic Conditions such as Osteoarthritis, Osteoporosis, Chronic Pain, Asthma and Emphysema, Skin Conditions, Skin Cancers, Diabetes, Heart Conditions such as Atrial Fibrillation and Heart Disease, Dementia, ACAT Referrals, Home Health Assessments, Home Medicine Management and Preventative Cancer Screening.
- **Heart Health:** ECG, Cardiovascular Assessment, Management of Cholesterol, High Blood Pressure and Heart Checks.
- **Mental Health:** Depression and Anxiety Management for Children, Adolescents and Adults, Postnatal Depression, Dealing with suicidal and self-harm feelings and thoughts and Medication management.
- **Immunisations:** Childhood Scheduled Immunisations, Flu Vaccines, COVID-19 Vaccines (Pfizer & Novavax), Catch Up Vaccines and Travel Vaccines. Queensgate Medical Centre is a Yellow Fever Accredited Practice.
- **General Medicine:** Prescriptions, Medical Certificates, Injuries, Cuts and Wounds, Minor Procedures, Allergic Reactions, Spider Bites, Skin Cancer and Mole Checks, Immunisations/Vaccinations, Diabetes Assessment and Management, Blood Pressure Management, Asthma / COPD Management, Pain Management, Musculoskeletal Conditions & Weight Management.

## If patients require communication services

Translator and interpreter services, such as AUSLAN and the National and Relay Service are available for clients requiring these services. If you speak a language other than English and require help, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

## Languages

Queensgate Medical Centre welcomes and caters to patients belonging to different cultural backgrounds. The below doctors are fluent in the following languages:

- Dr Richa Singh: Hindi
- Dr Jackline Oku: Afrikaans
- Dr James Paratore: Italian
- Dr Bernice Lim: Mandarin (limited)
- Dr Humera Khanum: Urdu, Punjabi, and Hindi
- Dr Sukanya Arunachalam: Tamil and Hindi
- Dr Tooba Toor: Urdu, Hindi and Punjabi

### Accessibility and Parking

Lift and stair access is available. Ample parking is available with ACROD parking available at the practice entrance on the ground and first floor.

### Test Results

If you need to follow up or discuss results, please make an appointment to see your treating doctor. Reception staff are not able to give results to patients.

### Home Visits

Home visits may be available for regular patients whose condition prevents them from attending the surgery. Assessment via telehealth will be conducted in the first instance.

### Patient Rights

Participation in health care is your decision.

Therefore you have the right and are encouraged, to participate in decisions about your healthcare

### Reminder System

Our practice is committed to preventative healthcare. You have the option of registering to receive reminder notices regarding recommended health screening.

### Engaging with Other Services & Referrals

Our doctors are keen to liaise with other health professionals involved in your care where appropriate. Please provide details of any health professionals you would like us to liaise with.

### Afterhours Service

Should you require a doctor to visit you after the surgery is closed, please call WADMS on 08 9321 9133.

### Practice Communication Policy

Your call will be answered politely and efficiently. All relevant telephone messages will be passed on to the Doctor or Nurse who will respond according to the urgency as determined by the Doctor or Nurse. If you have a query or message for the doctor, staff will relay it to the doctor via an internal messaging system. Staff will only interrupt a consultation if the problem is life-threatening.

Emails can be addressed to: [reception@qgmedcentre.com.au](mailto:reception@qgmedcentre.com.au) but may not be read on the same day so patients are advised to phone for urgent issues.

### Privacy Act

Queensgate Medical Centre has procedures, protocols and systems in place to ensure compliance with the Australian Privacy Principles. Queensgate Medical Centre will collect personal information for the primary purpose of managing a patient's healthcare and for financial claims and payments. Personal health information is private & confidential. We have various protocols to ensure confidentiality. Should you require a copy of our Privacy Policy, please ask our reception team.

### Emergencies

If you are experiencing an EMERGENCY, please call 000 or go to your nearest emergency department.

### Late or Non Cancellation of Appointments

Please provide a minimum of 2 hours notice if you are unable to attend your appointment. We can reallocate your appointment to someone on our waiting list. If an appointment is missed or reception is not adequately notified a late or non-cancellation administration charge will apply.

### Safe Workplace for Our Staff

Queensgate management will aim to provide a safe workplace for our doctors, nurses and staff. We will not tolerate any abuse of our staff. Anyone who does not adhere to this standard will be asked to leave the premises immediately and notes will be transferred to another practice of your choice.

### Complaints

We value your opinion, respect your rights as a patient and welcome your feedback. We invite you to fill out a feedback form located in our waiting room or email our reception team at [reception@qgmedcentre.com.au](mailto:reception@qgmedcentre.com.au)

We will follow up on all feedback and suggestions. A response will be provided where requested.

Should you have a complaint about our service for any reason, you are invited to fill in one of our feedback forms or contact our practice manager via email at [admin@qgmedcentre.com.au](mailto:admin@qgmedcentre.com.au)

The Practice Manager will contact you to discuss further. In the case that you feel your issue has not been resolved you may take your complaint to the Health and Disability Services Complaints Office.

### Health and Disability Services Complaints Office

GPO Box B61

PERTH

WA 6838

**Phone:** (08) 9323-0600

**Fax:** (08) 9221-3675

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

**Website:** <https://www.hadsco.wa.gov.au/home/>