



Level 1, 2 Queensgate Drive
Canning Vale, 6155
Western Australia

(08) 9456 1811
(08) 9456 2027
reception@queensgatemedical.com.au
queensgatemedicalcentre.com.au
Healthlink: queengmc

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

At Queensgate Medical Centre, our mission is to provide high-quality, equitable healthcare by actively listening to our patients, thoroughly assessing their needs, and offering tailored health advice and support to achieve positive health outcomes.

We are dedicated to promoting overall health, wellbeing, and disease prevention for all individuals. We uphold a strong commitment to delivering care without discrimination and strive to treat every patient with compassion, dignity, and respect.

Operating Hours

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

Contact Us

Phone: (08) 9456 1811
Fax: (08) 9456 2027
Email: reception@queensgatemedical.com.au

Our Vision

Queensgate Medical Centre is to provide a quality and equitable health service by listening to and assessing your needs then giving appropriate health advice and guidance to achieve a good health result.

Pathology Hours (Clinipath Pathology)

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

Practice Principals

Dr Karen Majda
Dr Richa Singh

Practice Manager

Mrs Ashleigh Turner

Assistant Practice Manager

Ms Denika James

Practice Doctors

Dr Amy Lee
Dr Angela Xu
Dr Bethany Reynolds
Dr Jackline Oku
Dr Bernice Lim
Dr James Paratore
Dr Janine Verdejo
Dr Madeleine Gayler
Dr Martha Sturgeon
Dr Tooba Toor
Dr Rachael Price

Practice Nurses

Elise Majda
Wendy Wybrott

Nurse Manager

Fiona Mitchell

Billing

At Queensgate Medical Centre, we believe in providing exceptional healthcare while ensuring our services remain accessible to all members of our community. Our fee structure reflects our commitment to maintaining the highest standards of medical care while considering the diverse financial circumstances of our patients.

Our fees are available to view at our reception desk and are outlined below however other fees may apply, depending on the nature of your consultation with your doctor. If you are unclear, please speak to our friendly team for more information.

Item	Private	Concession & 13-19 Years	12yrs & under, Pensioner, Disability PCC, DVA & CTG	Rebate	Gap Private	Gap Concession OR 13-19 Years
3	\$51	\$41	Bulk Bill	\$20.05	\$30.95	\$20.95
23	\$93	\$73	Bulk Bill	\$43.90	\$49.10	\$29.10
36	\$144	\$124	Bulk Bill	\$84.90	\$59.10	\$39.10
44	\$205	\$185	Bulk Bill	\$125.10	\$79.90	\$59.90
Emergency/Fit In Appointments						
23	\$104	\$83	\$83.00	\$43.90	\$60.10	\$39.10
36	\$154	\$134	\$134.00	\$84.90	\$69.10	\$49.10
Desensitisation Appointments						
Initial	\$93	\$73	Bulk Bill	\$43.90	\$49.10	\$29.10
Maintenance	\$73	\$73	Bulk Bill	\$43.90	\$29.10	\$29.10

Appointments

Appointments can be made online 24/7 via our website at www.queensgatemedicalcentre.com.au or by calling our reception team on 08 9456 1811.

We provide standard 15-minute appointments to allow sufficient time for you to address your health concerns without feeling rushed. For more complex matters—such as mental health discussions or when presenting with three or more concerns—longer consultations are recommended. These appointments incur a higher fee but also attract an increased Medicare rebate, helping to keep out-of-pocket expenses reasonable.

Appointments for immunisations or vaccines will also include 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.

Communication Support Services

At Queensgate Medical Centre, we believe language should never be a barrier to quality healthcare.

We provide comprehensive interpreter services, including:

- Free telephone interpreting for non-English speaking patients
- AUSLAN interpreting for our deaf community
- National Relay Service support
- On-site interpreters by arrangement
- Written translation of medical information

These services are available free of charge and can be arranged through our reception team when booking your appointment. You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

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 Tooba Toor: Urdu, Hindi and Punjabi
- Dr Janine Verdejo: Tagalog (Filipino)

Cultural Awareness

At Queensgate Medical Centre, we are committed to fostering a culturally safe environment.

We recognise the importance of respecting cultural differences, acknowledging power dynamics, and upholding the rights of every patient.

Our team is encouraged to reflect on their own values, attitudes, and beliefs to ensure inclusive and respectful care. To support this commitment, all staff regularly complete cultural awareness training.

Accessibility & Parking

Our facility offers both lift and stair access for your convenience. Ample parking is available, including ACROD bays located near the practice entrance on both the ground and first floors.

Test Results

At Queensgate Medical Centre, we ensure that all medical information is securely stored in our electronic system, in full compliance with privacy legislation.

All test results are reviewed by your doctor, and we will contact you immediately if any urgent findings arise. For routine results, we recommend scheduling a follow-up appointment, where your doctor can thoroughly explain the findings and discuss any necessary treatment plans.

In accordance with privacy standards, our reception team is unable to provide test results. If you wish to obtain a copy of your results, they must first be discussed with a healthcare professional during an appointment.

All patient information including medical records are held in a secure database and will never be shared without prior written consent.

In the event of your relocation to a new practice for medical services, a fee may apply for the transfer of your medical records. Your new medical practice may request these records, which will only be transferred with your consent.

Home Visits

Home visits may be offered to regular patients whose medical condition prevents them from attending the clinic. An initial assessment will be conducted via telehealth to determine suitability.

Practice Communication Policy

Our communication policy is built to ensure clear, respectful, and effective interactions with all patients

Patients may communicate with the clinic phone during business hours on 08 9456 1811. Phone calls will be answered with professionalism and efficiency. Any relevant messages will be passed on to the appropriate Doctor or Nurse via our secure internal messaging system, who will respond based on the urgency of the matter, as assessed by them. Please note that consultations will only be interrupted in the event of a life-threatening emergency.

For general enquiries, emails can be sent to: **reception@queensgatemedical.com.au**. However, please note emails are only monitored during practice hours. For any urgent matters, we recommend contacting the practice by phone. Please note: Requests for prescriptions, referrals, or any clinically related matters cannot be processed via email. An appointment with your doctor is required for these requests.

Written consent is required to release or obtain medical information from a third party or share information with another person.

Patients may consent to SMS communication for appointment reminders and may opt out of this at any time.

Privacy Policy

Queensgate Medical Centre is committed to protecting your privacy in accordance with the Australian Privacy Principles. We have robust procedures, protocols, and systems in place to ensure the confidentiality and security of your personal information.

We collect personal and health information primarily to manage your healthcare and to facilitate related administrative tasks such as financial claims and payments. All personal health information is treated as strictly private and confidential.

To support this, we maintain a range of safeguards to protect your information. If you would like a copy of our full Privacy Policy, please speak with a member of our reception team.

Late or Non Cancellation of Appointments

If you are unable to attend your appointment, we kindly request a minimum of 2 hours' notice. This allows us to offer the appointment to another patient on our waiting list.

Failure to attend your appointment, or insufficient notice, will result in a late cancellation or non-attendance fee being applied.

Safe Workplace for Our Staff

Queensgate Medical Centre is committed to providing a safe and respectful environment for all doctors, nurses, and staff. We have zero tolerance for any form of abuse, aggression, or inappropriate behaviour toward our team.

Any individual who fails to meet this standard may be asked to leave the premises immediately. In such cases, we will assist in transferring your medical records to a practice of your choice.

Complaints

We value your feedback as it helps us continually improve our services. We welcome your thoughts through our feedback forms available from our reception team, our website, or directly via email at: **admin@queensgatemedical.com.au**.

Every comment or concern is treated with the utmost importance, with our Practice Manager personally overseeing the resolution process.

Most importantly, we're committed to listening and responding to all feedback to ensure we're providing the best possible care for our community.

If you feel your complaint has not been resolved to your satisfaction, you may contact the Health and Disability Services Complaints Office (HaDSCO) for further assistance.

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

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