

## PATIENT INFORMATION

### Our Practice:

Wunan Health & Well-Being Centre is a multi-disciplinary and accredited private medical practice that serves the East Kimberley region. Our team of dedicated and experienced medical practitioners provide high-quality medical care to the local community and to the many visitors to our magnificent region. Conveniently located in the town centre of Kununurra in a brand new purpose-built facility, Wunan Health & Well-Being Centre is proudly owned and operated by Wunan Foundation, an East Kimberley Aboriginal development organisation.

The Wunan Health & Well-Being Centre opened its new doors in September 2020 and was built with the generous support of [Lotterywest](#). We are co-located with the Rural Clinical School.

Operating a Medical Practice has been a long term ambition of Wunan, in keeping with the Foundation's holistic view of community well-being. Our mission is to provide the highest quality, holistic primary health care to the residents and visitors of the East Kimberley.

### Services:

- Men and Women's Health
- ATSI Health Checks
- Chronic Disease Management Plans
- Child and Adolescent Health
- Family planning/Cervical Screening/ Pregnancy Tests
- Counselling/Mental Health Care
- Skin checks/ photographic dermoscopy
- Pre and Post-delivery pregnancy care
- Immunisations
- Travel Medicine Advice
- Pre-Employment Medicals
- Aviation Medicals
- Driving/ Maritime Licence Medical examinations
- Minor surgery for removal of moles/sunspots and minor wound suturing
- Workers Compensation Injury Management, Fitness for work assessments and Return to Work plans
- ECGs, spirometry , audiometry and retinal screening

In most recent years, Wunan Health has expanded services with delivery across headspace Kununurra and KWIC – Kununurra Withdrawal Intervention Centre. And in the near future is aiming towards offering Allied Health services.

### Smoking Policy

The Practice has a non-smoking policy for the whole of

### Feedback:

Please feel free to talk to any of our staff members to discuss a concern, suggestion or complaint and we will do our best to resolve the issue. You may prefer to write to us, or use our suggestion and patient survey box. We take concerns, suggestions and complaints seriously.

If you would like to speak to the Practice Manager, you can ask at reception or contact:

**Suzette Chemello**  
**Practice Manager**  
**08 9168 1001**

Impartial complaints advice can be sought through the:  
**Health & Disability Services Complaints Office (HADSCO)**  
**GPO Box B61, Perth, WA 6838**  
**08 6551 7600**

### Management of your personal health information

Information about your medical and family history is needed to provide accurate medical diagnoses and appropriate treatment. We may ask your consent to collect your medical information from other medical providers such as previous GPs, hospitals or specialists.

Your personal health information will be kept confidential in accordance with the Privacy Act. We may ask your consent to share your information when referring to other health care providers such as specialists and Allied Health providers, however, only relevant information will be shared.

All staff receive confidentiality and privacy training and the Practice has a privacy policy in place. Your personal health information will only be disclosed to third parties with your written consent, unless required by law. We are unable to disclose to family members health information unless the patient is a child and the person requesting the information is a parent or guardian.

Wunan Health operates an electronic medical records system to manage health information and appointments. If you have any questions about how and why your personal health information is collected, stored, used or disclosed, please ask a member of staff.

### Test results:

In general, due to the large volume of results received at Wunan Health, our policy is that only patients with **abnormal** results and INRs will be contacted by the Practice. All results are reviewed by a Doctor. We have a recall system in place, and you may receive a call from a staff member or SMS advising you to contact the clinic for follow up.

If you haven't been contacted and you want to obtain test results you may consider:

- Making an appointment with a doctor (or nurse for some results)
- Booking a phone appointment

the premises.

- Accessing your results through My Health Record  
Our Reception Staff cannot provide test or investigation results on request by telephone.

#### **Telephone Access:**

Regular patients may be eligible to book a phone appointment with a GP to discuss results or other issues. Contact us to find out if you are eligible for this service.

#### **My Health Record**

We are able to upload information to your My Health Record with your consent. Pathology and radiology results will automatically appear in your My Health Record – if you do not wish for this to happen please speak to your GP.

#### **To make appointments:**

Please ring 9168 1001 or you can book online through HotDoc. Longer consultations are available, so please ask our receptionist if you think you may require some extra time. A standard booking is intended to deal with one issue only. Our reception staff will attempt to contact you if there are any unforeseen delays. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

#### **Cancellation Policy:**

If you cannot keep an appointment for any reason, please call and advise reception at least two hours prior to your appointment, so that we can offer that appointment to someone else. Missed appointment fees apply for non attendance of appointments, where no prior notice is given.

We send automated SMS messages reminding you about your appointment and asking you to confirm or cancel it 24 hours beforehand. Let us know if you do not wish to receive these messages.

#### **Care outside normal opening hours:**

Outside our opening hours, patients with urgent or more serious medical problems are recommended to go to the Emergency Department at Kununurra District Hospital located on Coolibah Drive. In the case of an emergency, at any time, dial 000.

#### **Home and other Visits:**

Home visits may be available for regular patients of this Practice, whose condition prevents them from attending the surgery. Patients with urgent or more serious medical problems are encouraged to attend the Emergency Department of Kununurra District Hospital.

#### **Schedule 8 Medication Policy:**

The GPs at Wunan Health are not able to prescribe S8 medications on the first visit with a new GP—*please see reception for further information.*

#### **Fees and Billing arrangements:**

Wunan Health is a mixed billing Practice. The Doctor's fees are payable at the time of the consultation by either cash or EFTPOS.

Each Doctor decides the fee for a consultation, based on the time and complexity of the visit. Our fee structure is displayed in the reception area of the Practice. As we are a Private Practice, we do not routinely bulk bill, except for local resident children 15 years and under, who are registered with Medicare, as well as local resident pension, healthcare and all DVA cardholders.

We have direct electronic access to Medicare and, on the provision of your bank details, we are able to process your claims directly with Medicare. The rebates will then be paid directly into your nominated bank account. If you have any difficulty in paying our fees, please don't hesitate to discuss it with us.

#### **Doctors:**

**Dr Stephanie Trust**

**Dr Alice Fitzgerald**

**Dr Amanda Gibbons – telehealth**

**Dr Tegan Martyn - casual telehealth**

**Dr Yoges Murthi**

**Dr Chloe Lai (GP Reg)**

**Dr Eleanor Lang (GP Reg)**

**Dr Chris Chi (GP Reg)**

**Dr John Peniston-Bird (GP Reg)**

#### **Practice Hours:**

**Monday, Tuesday, Thursday and Friday**

8.00am – 12 midday

1.00pm – 4.30pm

**Wednesday**

9.00am – 12 midday

1.00pm – 4.30pm

**Weekends & Public Holidays Closed**

#### **The Practice Team:**

**Practice Manager**

Suzette Chemello

**Practice Advisor**

Andrea Edwards

**Practice Nurse**

Ayesha Skeen (RN)

**Chronic Conditions Nurse – Allied Health Program**

Rachel Spence (RN)

**Medical Receptionists**

Ramona Bader

Kelly Carruthers

Alexandria Kemp

Hilal Bucuga