

PRACTICE INFORMATION SHEET

Physical / mailing address: Unit 1 and 2, 55 Murdoch Drive, GREENFIELDS, WA 6210
Telephone: 08 9535 3244
Fax: 08 9534 7150
Email: Reception: reception@dynamicdoctors.com.au
Accounts: accounts@dynamicdoctors.com.au
Administration: admin@dynamicdoctors.com.au
Chemists: chemist@dynamicdoctors.com.au
Compliance / Complaints: compliance@dynamicdoctors.com.au

Website: www.dynamicdoctors.com.au
Facebook: www.facebook.com/dynamicdoctors/

OPENING HOURS

Monday to Friday: 8:30am – 5:00pm
Saturday: 9:00am – 12:00pm
Sunday and Public Holidays: CLOSED

APPOINTMENTS

Consultations are by appointment – 15 minutes allocated to each patient. If you require a longer appointment, please advise the Front Desk when booking. We make an effort to run on time and your assistance is appreciated in booking sufficient time for your requirements. New patients will automatically be booked in on a 30 minute first appointment, except if it is a child under 12 years of age.. Front Desk staff will inform you where a specific appointment type requires a longer appointment time and will book it as such.

Patients are encouraged to inform the Front Desk of their preferred GP when booking an appointment, and all efforts will be made to accommodate their request.

Please arrive on time for appointments. If you are unable to keep a scheduled appointment please contact us as soon as possible – Dynamic Doctors Group aims to provide quality healthcare and appointments are valuable. Your doctor as well as other patients will appreciate your courtesy in this regard. Should a scheduled appointment not be kept without at least 4 hours' prior notice, we reserve the right to charge a non-attendance fee of \$30.

AFTER HOURS ARRANGEMENTS

After Hours Medical treatment is available from:

- For any medical emergencies phone 000 immediately.
- Peel Health Campus Emergency Department – contact (08) 9531 8000, located at 110 Lakes Road, Mandurah.

Discharge summaries received from after hours service providers will be reviewed by the patient's regular GP and recorded on the patient's Medical Record. Should any patient have to seek medical treatment at an after hours service provider, they are encouraged to make an appointment with their regular GP for a follow-up appointment.

SERVICES

General consultations, long consultations, Women's Health, Men's Health, Health Assessments, Driving Medicals, Childhood Immunisations, Chronic Disease Management, Mental Health Management, Aged Care, Family and Children's Health, Dressings, Gastric Band Adjustments, Skin Checks, INR Checks and Minor Procedures.

FEES

Dynamic Doctors Group is a mixed billing practice and will bulk bill children under 16. All Saturday appointments are privately billed. All private fees are to be paid at the time of consultation as we do not hold accounts and do not offer third party accounts – we accept cash, EFTPOS, VISA and MasterCard. We do not accept American Express or Diners.

Details of fees charged can be obtained from our Front Desk Team.

LANGUAGES

All staff at Dynamic Doctors Group are fluent in spoken and written English. Most of our doctors are also fluent in Afrikaans and Dr Keith Williams speaks Zulu as well. Dr Perera is fluent in Sinhalese. We have a staff member able to do basic translation from Chinese.

An interpreter can also be arranged free of charge for any patient that requires an interpreting service.

OUR DOCTORS

- **Dr Keith Williams** -- Dr Keith Williams a well-known and respected GP that has been part of the Mandurah community since 2008. Keith is a committed full time Family Doctor with wide interests including *Child Health, Urology* and *Geriatric Medicine*. Keith has a proven track record of availability and continuation of care in Mandurah.
- **Dr Hendrik van Rooyen** - Originally from South Africa, Dr van Rooyen relocated to Mandurah in 2006. Hendrik has a keen interest in *preventative* and *personalised healthcare* and excels in the care of *families and their children*. With 20 years' GP experience, Hendrik is confident in dealing with all aspects of General Medicine, including *Mental Health, Skin Health* and *Women's Health*. He has had extensive further training and experience in the management of *Laparoscopic Gastric Banding* patients, including *adjustments*.
- **Dr Johan Brink** –Dr Johan Brink is originally from South Africa and also previously practiced for several years in Woolgoolga, NSW, before relocating to Mandurah in 2011. Johan is a caring doctor with a passion for *Family Medicine, Child Health* and also enjoys working in *Aesthetic Medicine*.
- **Dr Mirna Williams** - Dr. Mirna Williams is a well known female doctor that has been practicing in Mandurah since 2008. She has completed a diploma in *Skin Medicine* as well as *Occupational Medicine*. Mirna enjoys working in all aspects of Family practice with a special interest in *Child Health, Skin Cancer, Mental Health* and *Woman's health*.

- **Dr Bryan Rostin** - Dr. Bryan Rostin has extensive experience in Family, Emergency and Occupational Medicine and has been practising in Mandurah, and before that Geraldton, for the last 16 years. Bryan also has a personal and professional interest in dermatology, respiratory and musculoskeletal medicine and particularly enjoys the rewards that come from dealing with children and adolescents. He has extensive rural and regional experience and has a comprehensive understanding of the challenges and opportunities of delivering excellent healthcare in rural and remote settings.
- **Dr Vivien Dempsey** - Dr Dempsey is originally from the UK, where she qualified in 1984 from Manchester University. Prior to relocating to WA in 2007 with her husband and children she was a senior partner in her own very successful private practice which she founded single-handedly. She has 32 years' experience in General Practice. Vivien's main interests within the field of General Practice includes Child Care and all aspects of Women's Health. She actively promotes Preventative Medicine but is dedicated to the care and wellbeing of all patients alike-young, elderly, male and female. Outside of work she loves spending time with her family, especially being involved in her children's activities, beach holidays/ travelling and all forms of cooking and baking.
- **Dr Deepika Perera** - Dr. Deepika Perera is originally from Sri Lanka. She previously practiced at Sir Charles Gairdner Hospital in Perth, and has been practising as a GP in Mandurah, Pinjarra and Bunbury since 2011. Deepika has a special interest in *Paediatrics, Skin Health* and *Woman's health*.
- **Dr Wai Linn Aung** - Dr Aung is originally from Myanmar, where he graduated in 2007. He relocated to WA in 2014 and practised as a GP in the north of Perth prior to taking up his current position in Mandurah. His interests span a wide range, including minor surgical procedures, chronic disease management, men's and children's health. Dr Aung also holds post graduate qualifications in Skin Cancer Medicine and Child Health and he will be running regular Skin Check clinics at Dynamic Doctors Group.

CHANGE IN PERSONAL INFORMATION

Should there be any change in a patient's personal details, including, but not limited to address, Medicare details, care or custody arrangements, marital status, etc, please inform our reception staff as soon as possible, to enable us to maintain accurate patient records.

PATIENTS' FEEDBACK

We welcome feedback from our patients. Please feel free to contact any of our Front Desk Team Members, or our Duty Manager at any time, either in person, by phone, by email to reception@dynamicdoctors.com.au or by completing and leaving a suggestion form in our suggestion box. All enquiries shall be treated confidentially.

COMPLAINTS

If you have a complaint about any aspect of the service you received, kindly obtain a Complaint form from the Front Desk, and return the completed form to one of our Duty Managers or our Compliance Department at compliance@dynamicdoctors.com.au . All complaints need to be in writing. Dynamic Doctors Group will reply to any complaints as soon as possible, after conducting the necessary enquiries and investigations. All complaints shall be treated confidentially.

Should you not be satisfied with the resolution of a complaint, you may contact the Health and Disability Complaints Office on 1800 813 583.

COMMUNICATION

Front Desk Team Members will forward all urgent phone calls to our nursing staff for triage purposes. Non urgent calls are dealt with by our Front Desk Team. Doctors will not generally take calls when consulting. If you wish to speak to any doctor, the Front Desk Team Member will leave a message for the particular doctor who may then contact you at his/her earliest convenience, or leave instructions with the reception staff.

All emails are handled by management. Emails addressed to or intended for doctors will be routed to the particular doctor, who will deal with any emailed requests as with telephone messages. Patients are requested to refrain from using email for any urgent communication or to book appointments.

HEALTH INFORMATION

A patient is able to request his/her personal health information by completing and signing the required request form. Information will only be released after proper identification and approval from the patient's regular GP. An administration fee may be charged.

TEST RESULTS

The practice policy is to recall patients with any abnormal or significant test results or reports. All other results will be filed on the patient file after review by the patient's doctor. Any patient enquiries regarding results will be directed to the practice nursing staff.

PRIVACY ACT

A copy of the Privacy Act and request for access to your personal health information is available on request.