



### Billing Arrangement & Fees

We BULK BILL patients who have a valid Pension Card, Health Care Card, Commonwealth Seniors Card, Veteran Affairs Card and Children under 16 years. Exceptions include procedures in the treatment room and home visits.

We privately bill adults without a concession card and persons not covered by Medicare. All fees are payable following your consultation. Payment can be made by cash, EFTPOS and credit card (VISA & MasterCard). If you have difficulty settling your account, please discuss this with us prior to your consultation.

### Reminder System

This Practice runs a reminder system for recalling patients for review of numerous health conditions eg. Blood pressure checks, cholesterol reviews and health assessments. Cervical screening information is automatically forwarded to the National Cancer Screening Registry, if you do not wish to be included in any of these reminder systems please let us know.

### Test Results

Patients are asked to make a follow-up appointment for review of their test results.

### Patient Responsibility

Our practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject management advice. Patients should notify the doctor if they want to refuse a specific advice or procedure.

### Telephone Access

Our GP's can be contacted during normal surgery hours. If the doctor is with a patient, a message will be taken. Your call will always be put through to the doctor in an emergency.

### Feedback

Your feedback and comments are welcome. Please feel free to speak with us if you have any comments.

If you have concerns that a complaint has not been addressed adequately by the practice, you may wish to contact an external body:

Health & Disability Services Complaints Office  
GPO Box B61, Perth WA 6838  
6551 7600 or 1800 813 583

### AFTER HOURS CARE

For afterhours medical attention contact

**WADMS (Home Visit Locum Service)**

Phone: 9321 9133

**In an EMERGENCY dial 000**

**Or visit your nearest Emergency Department**

**Fiona Stanley Hospital**  
Robin Warren Drive, Murdoch

Visit our Website

[www.queensparkmedical.com.au](http://www.queensparkmedical.com.au)



339 Wharf Street  
Queens Park  
WA 6109

**Phone: (08) 9356 8993**

**Fax: (08) 9356 8994**

[reception@queensparkmedical.com.au](mailto:reception@queensparkmedical.com.au)



### Opening Hours

Monday – Friday 8.30am to 5.30pm  
Saturday 8.15am to 11.30am  
Sunday & Public Holidays Closed



Queens Park Medical Centre is committed to continuous quality improvement and is accredited with Australian General Practice Accreditation Limited (AGPAL)

Everyone who comes leaves feeling

## Our Vision and Mission

Our vision is to provide the best quality primary care in our community and it is our mission to ensure that every person who comes to us leaves feeling better.

## Our Clinical Staff



**Dr Tim Ong** has a Bachelor of Medicine and Surgery from UWA. He achieved the fellowship of the Royal Australian College of General Practitioners in 2000 and has completed a certificate in Sports Medicine in and a Diploma in Musculoskeletal Medicine.



**Dr John Hanrahan** obtained his Bachelor of Medicine and Surgery from UWA. He enjoys all aspects of family medicine, especially chronic disease management and child health. He is available for minor procedures.



**Dr Kerrie Malarkey** completed her Bachelor of Medicine and Surgery in 2013 and is currently completing her GP training through the Royal Australian College of General Practice and has a keen interest in paediatrics and family health.



**Dr Talila Milroy** completed her Bachelor of Medicine and Surgery in 2015. She is currently completing her GP training through the Royal Australian College of General Practice. She has a keen interest in paediatrics, family health, women's health issues and indigenous health.



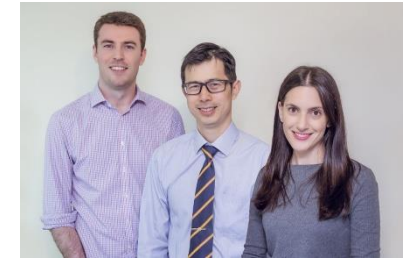
**Katia** is a Registered Nurse and assists the GPs in immunisation, lifestyle management, wound care, diabetes education, Chronic Disease Management and general practice nursing duties.



**Elaine** is a Registered Nurse who assists the GPs with all general practice duties including immunisations, wound care, Chronic Disease and Lifestyle Management.

## Our Administration Team

We are a multicultural practice with staff who can speak languages such as Mandarin and Dutch. If you require assistance and would like to speak to someone who speaks your language, please inform us when you make an appointment.



## Appointments

All patients are required to make an appointment to see the doctor. Please call **9356 8993** or book online on our website **[www.queensparkmedical.com.au](http://www.queensparkmedical.com.au)**

## Consultations

A standard consultation is 15 minutes however longer consultations are available and are recommended if you have more than one issue to discuss with the Doctor, a complex medical issue such as anxiety and depression, or require a medical examination. Simply inform the receptionist of your request when making your appointment.

## Cancellations

Please inform us in a timely manner if you need to cancel your appointment.

## Urgent Medical Attention

Urgent medical attention patients will be fitted in as required.

## Cultural Considerations

Patients are encouraged to advise the practice of their cultural/ethnic background as translating services are available for consultations.

## Home Visits

Home visits can be organised at the discretion of the treating doctor and are provided within a 5km radius of the practice.

## Privacy Policy

We respect the privacy of our patients. The doctors and staff of Queen Park Medical Centre undertake to keep your personal and health details private and confidential.

## Co-located with us:



### Michelle Leong

BSc Physiotherapy Master in Sports Physio (Curtin)  
Tel: **0450 300 688**



### Jasmine Lee

Podiatrist BPodM (UWA) Tel: **0432 576 178**



### Nicholas Milosevic

Registered Psychologist Tel: **9200 3701**

