



Practice Information

Butler Boulevard Medical Centre

Unit 1/175 Butler Boulevard

Butler, WA 6036

EMAIL: butlerboulevardmedicalcentre@outlook.com

PRACTICE PHILOSOPHY

The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up-to-date with the latest medical innovations and to bring you efficient personal service.

SERVICES OFFERED

Butler Boulevard Medical offers patients general GP services, including health assessments, pre-employment checks, women and men's health, chronic disease management, podiatry and minor surgical procedures. The practice also has onsite pathology and Psychology services.

COMMUNICATION POLICY

Our practice manages telephone calls, telephone messages and electronic messages from patients. The practice has a policy in place to ensure that staff and patients are aware of the communications policy at Butler Boulevard Medical Centre, as well as the privacy laws and regulations around these. Butler Boulevard Medical endeavors to provide patients with timely advice about their clinical care via the telephone as a primary point of contact. The urgency of a patient's needs are determined promptly and handled appropriately. Electronic forms of communication, such as email and fax are also used at Butler Boulevard, enabling patients alternate forms of communication.

Other forms of Communication: Translator and interpreter services, such as AUSLAN and the National and Relay Service are also available for patients' who may require them.

APPOINTMENTS

Consultation is by appointment. Urgent cases will be seen on the day of request and will always be given priority. Appointments can be made by telephoning the practice, booking online or by visiting the practice in person.

***Please notify reception well in advance (minimum 1hr prior) if you are unable to attend an appointment. Failure to attend will incur a \$30 cancellation fee. If more than one person from your family wishes to see the Doctor at the same time, please ensure a separate appointment is made for each family member.**

- **BULK BILLING ARRANGEMENTS:**

Bulk billing Practice – some medical procedures and medical reports may incur a gap payment.

- **PRACTICE DOCTORS**

Dr Peter Hubka – a male practitioner who specialises in musculoskeletal problems and minor surgeries.

Dr Vanessa Mae Tagaylo – A female GP who specializes in general medicine.

- **PRACTICE STAFF**

Practice Manager:

Jessica Marks

Reception Staff:

Clare Deegan

Jemma McConnell

Practice Nurse:

Alice Muzima

- **SURGERY HOURS**

Mon - Fri: 8am – 5pm

- **PATHOLOGY**

Mon-Fri: 8am – 12.30pm

- **After Hours Emergency**

WADMS – 08 9321 9133

- **Interpreter Services**

1300 131 450

- **Aboriginal health council**

AHCWA (08) 9227 1631

Longer Consultations: Longer consultations are available; please advise reception if you require extra time when booking your appointment. If you require an insurance medical, review of a complex health problem, counseling for emotional difficulties or a second opinion about someone else's management, please book a longer appointment. This may involve a longer wait but your problem will get the attention it deserves. Please bring relevant letters and test results from other doctors.

Walk-in appointments: Walk-ins will be allocated the first available consultation and will generally be required to wait. If no appointments are available, a booking will be offered for another day.

HOME VISITS

Butler Boulevard is unable to provide home visits. If you require a Doctor to visit you in your home please contact our afterhours provider – WADMS on (08) 9321 9133.

AFTER-HOURS TRIAGE

If you require assistance during after hours please contact the Western Australian Deputising Medical Service (WADMS) on – (08) 9321 9133.

WADMS is available 24 hours a day.

TELEPHONING YOUR DOCTOR

Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.

Referrals: Doctors in this practice are competent at handling all common health problems. When necessary, they are able to draw on opinions from specialists and refer you for further investigation. You can discuss this with your doctor.

Test Results: Results are checked daily by the doctors. If they need to be followed up, the doctor will either:

- Call directly to discuss them or:
- Will advise you about a follow up appointment or:
- Request a receptionist or Nurse to call you to make an appointment to discuss results.

Reminder: A computerised reminder system is available and used to follow-up many medical conditions. If you wish to participate in this, please inform your doctor. This surgery participates in State & National registers.

Comments, Complaints & Suggestions: If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to your doctor or our receptionist about any problems you may have. We believe that issues are best dealt within the practice, but if you are still dissatisfied you may contact the Practice Manager, Jessica Marks by completing a **patient complaint form** available from reception and/or contacting the Health & Disability Services Complaints Office, Level 17 St Martin's Tower, 44 St Georges Terrace, Perth WA 6000, FreeCall 1800 813 583.

MEDICAL RECORDS

Your Medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised staff members.

TRANSFER OF MEDICAL RECORDS

If you chose to move to a different medical Centre, the practice is more than happy to accommodate this. The request needs to be in writing and the practice may charge a fee to transfer the records. This fee is normally around \$11 for a disc and if a printed copy is required it could cost between \$20 - \$50, depending on the size of the file.