

Dr Joanna KEEN MBBS (Vic), FRACGP, DRANZCOG (Adv)
Prov.No. 408943LX
Dr Kylie STERRY MBBS (WA) FRACGP, FACRRM, DRANZCOG (Adv)
Prov.No.246443HK Masters Womens Health Medicine (UNSW)
Dr Hannah WARD MBBS (Hon) Certificate Emergency Medicine
Prov.No.422253AB
Dr Michael EATON (Locum) MBBS FACRRM DRANZCOG
Prov.No.36352 TX

PLAZA MEDICAL CENTRE

335 HANNAN St
KALGOORLIE, W.A. 6430



Phone: (08) 9021 3988

Healthlink : plazamc

Email : see below

On Behalf of Sterry Care Pty Ltd
ABN 52 134 020 072

Welcome

Opening Hours

Monday to Friday 8.00am-5.00pm Thurs 8.00am- 7.00pm Saturdays 9.00-12.00pm

Out of hours please contact/attend – Kalgoorlie Regional Hospital Emergency Department, Piccadilly St, (08) 9080 5888

Staff

Reception – Robyn Gleeson
Practice Manager – Kerrie Wynands
Business Development Manager – Robert Sterry
Practice nurses – Kasia Benson, Bryony Clarke
Midwives – Louise Miller, Elizabeth Berry and Robyn Gleeson

Doctors

Dr Joanna Keen – Dr Keen trained at the University of Melbourne and is a specialist of the Australian College of General Practitioners. She also holds an advanced diploma of obstetrics and gynaecology. Dr Keen does general practice, antenatal care, obstetric ultrasound and postnatal care. She has admitting rights at Kalgoorlie Hospital for deliveries and caesarean sections. She has a special interest in Women's and Sexual Health.

Dr Kylie Sterry - Dr Sterry trained at the University of Western Australia and then completed her Fellowships in General Practice and Rural and Remote Medicine, an advanced diploma in obstetrics and a Masters in Women's Health Medicine. In addition to general practice Dr Sterry has admitting rights at Kalgoorlie Hospital for deliveries and caesarean sections. She has a special interest in obstetrics and children.

Dr Hannah Ward - Dr Ward is our General Practice Registrar and has experience in emergency medicine, women and children, chronic disease management and aboriginal health.

Dr Michael Eaton – is our regular Locum

Consultations

Plaza Medical Centre encourages patients to maintain an ongoing relationship with their doctor wherever possible and will endeavour to accommodate that by having urgent, routine and long consultation appointments available. Please advise reception if you require a longer consultation or a special appointment. If you are unwell or need an urgent appointment you can book 'on the day' appointments online after midnight or by calling in the morning. You may discuss your circumstances with a receptionist or the practice nurse and we will do our best to accommodate you. Please note that our doctors will not generally prescribe medication without a review so if you are on a regular medication please take this into account when organising your appointments.

Billing

Plaza Medical Centre is a private billing practice. The fee for the consultation is due at the time of the consultation. The fees for normal consultations are below. Please note that procedures may incur additional costs.

Standard Consult	\$80.00	Medicare rebate \$ 37.60	Gap \$42.40
Long Consult	\$120.00	Medicare rebate \$ 72.80	Gap \$47.20
Extended Consult	\$160.00	Medicare rebate \$ 107.15	Gap \$52.85
Ultrasound	\$55.00	Medicare rebate \$29.75	Gap \$28.25
Midwife Antenatal visit	\$40.00	Medicare rebate \$23.20	Gap \$16.80

WE ACCEPT CASH, CHEQUE OR EFTPOS

Consultations for children less than 16yrs of age will generally be bulk billed if they have a current Medicare card, with the exception of Thursday evening & Saturday appointments. If you are yet to register with Medicare a \$40.00 fee will apply and the rebate of \$37.05 claimable from Medicare once the card is received.

Health care card holders/pensioners are not routinely bulk billed. Should you be experiencing financial difficulties please discuss with reception PRIOR to your consultation or with your Doctor.

Translator / Interpreting Service can be arranged upon request. Please enquire with reception, your nurse or Doctor.

Results and Telephone consultations

Your results may be communicated to you in various ways. If you have consented for results by SMS the Doctor may send you a text message. If further information is to be communicated you may receive a call from the practice nurse or your Doctor. Some results should only be discussed in person and the doctor may request reception staff contact you to arrange a follow up appointment for this to occur. Additionally, patients may call the nurse between 1-2pm who can review any messages the Doctor may have in regards to investigations. Our doctors are generally unable to provide telephone consultations or take calls from patients during their sessions. If you have questions or would like to discuss your results with your doctor it is recommended you schedule a follow-up appointment.

Students / Teaching

Plaza Medical Centre is a teaching practice for health professionals in medicine, nursing & midwifery. We appreciate your acknowledgement that you may be requested to have students involved in your consultation and would like you to understand that you have the right to refuse a student's participation at any time.

Confidentiality and Contact information

Our practice collects personal health information and safeguards its confidentiality and privacy in accordance with the Australian Privacy Principles. All information received in the course of a consultation between a doctor and the patient is considered personal health information. This information includes contact details, consultation notes, past medical history, social history, requests, referrals, investigations and accounts data. It includes the formal medical record and information held or recorded on any other medium. It is important that we know via what platforms you are happy to be contacted; phone, sms, email or mail. It is also important that you ensure your contact details are kept up to date so that we can communicate with you. Please advise reception staff of any changes to your contact details and your preferences for contact at your earliest convenience.

Email

You can contact the following staff by email with non-urgent enquiries which will be dealt with promptly. You can ordinarily expect a response from email enquires within 1-2 business days. **Please do NOT send urgent messages by email.**

Our reception can be emailed at reception@plazamedicalkalgoorlie.com.au.

Our practice manager, Kerrie Wynands can be emailed at practice.manager@plazamedicalkalgoorlie.com.au regarding accounts, practice improvement ideas or complaints.

Our practice nurse can be emailed at practice.nurse@plazamedicalkalgoorlie.com.au.

Any documentation that the practice transmits via email for the coordination of your care is password protected to enhance your privacy and confidentiality. Should you prefer communication be faxed or mailed please inform reception so your preference can be noted.

Your medical records

At Plaza Medical Centre we take pride in keeping your medical records comprehensive and up to date. If you have moved from another practice we encourage you have your medical information transferred so that our staff can ensure your record at Plaza is representative of your complete medical history. This can be done by completing a request from reception.

Should you wish to transfer your care to another practice we can send a copy of your health record on receipt of a signed release. A release of medical records consent form can be obtained from Plaza Medical's reception or can be arranged and sent from your new care provider. Please note that while we endeavour to do this promptly there may be a delay while your doctor reviews that your file includes all important information prior to being sent.

All of our doctors and nurses are able to facilitate your shared electronic health record requests. If you would like to register for a record, or would like a health or event summary uploaded to your existing electronic health record please enquire with our staff. You can also consent for your doctor to access your electronic health record if relevant.

Complaints policy - We encourage feedback about the service we provide.

Any complaints should be discussed with or directed to our practice manager, Kerrie Wynands, via reception by phone (08) 9021 3988, email practice.manager@plazamedicalkalgoorlie.com.au or mail Plaza Medical Centre, 335 Hannan Street, Kalgoorlie. Alternatively if you feel more comfortable you can also discuss this with your doctor or the practice nurse.

If you feel that the complaint has not been addressed adequately by the practice staff you can also discuss your complaint with the Office of Health Review on 1800 813 583