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 & Sonia
Practice Manager – Kerrie Wynands
Business Development Manager – Robert Sterry
Practice nurses – Haley, Bryony and Jenny (Medical Assistant in training)
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 Henry Ugwu - Dr Ugwu is a highly qualified General Practitioner from South Africa who joined Plaza in 2019. Trained initially in Nigeria Dr Ugwu comes to Kalgoorlie-Boulder with over 7 years experience of family medicine in Cape Town, South Africa. Having achieved his Masters in Family Medicine in 2018 Dr Ugwu is working toward his Fellowship with the Australian College of Rural and Remote Medicine. Dr Ugwu is happy to look after all aspect of your medical care from Children, general health and occupation medicine and Chronic Health Care conditions.

Dr Sara Riffat - Dr Riffat is our General Practice Registrar. Having already worked in the Goldfields for the past six months Dr Riffat comes to Plaza with experience in women health. She has also recently completed her diploma of child health and has experience with working with children of all ages. Dr Riffat is doing General Practice and is interested in all aspect of looking after families from children, women’s health to chronic disease management.

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 Please Note Plaza Medical Centre is a Private Billing Practice and due to increasing costs are fees are rising from 1st July 2019. Payment is required at the time of consultation

Standard consultation fees are below

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Rebate</th>
<th>Pensioner Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Consultation</td>
<td>$85.00</td>
<td>$38.20</td>
<td>$60.00</td>
</tr>
<tr>
<td>Long Consultation</td>
<td>$125.00</td>
<td>$73.95</td>
<td>$100.00</td>
</tr>
<tr>
<td>Extended Consultation</td>
<td>$165.00</td>
<td>$108.85</td>
<td>$140.00</td>
</tr>
<tr>
<td>Ultrasound</td>
<td>$60.00</td>
<td>$29.75</td>
<td></td>
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<tr>
<td>Midwifery Antenatal visit</td>
<td>$45.00</td>
<td>$23.55</td>
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Extra Charges for procedures may apply.

Please note that Bulk Billing only applies to children under 16 years. If there are circumstances where you are unable to cover the cost of your consultation, please discuss this with your doctor at the start of your consultation. We accept Cash, Cheque or EFTPOS and your Medicare rebate is available at the time of payment. YOU MAY BE CHARGED A NON ATTENDANCE FEE OF $35 IF YOU DO NOT CALL AND CANCEL YOUR APPOINTMENT.

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, patient’s 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 students 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 enquiries 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