

Our Services

- **Family Medicine**
- **Family Planning**
- **Ante Natal Care**
- **PAP Smears**
- **Counselling**
- **Vaccinations**
- **Care Plans**
- **Chronic Disease Management**
- **Children's Immunisations**
- **Liquid Nitrogen Therapy**
- **Minor Surgery**
- **Spirometry**
- **Pre Employment Medicals**
- **Driving Medicals**
- **Injury Management**
- **Health Checks**
- **Preventative Health Reminder System**

Interpreter Services

Professional interpreting services delivered by the Translating and Interpreting Service (TIS National) are available for non-English speaking or hearing impaired patients when an explanation regarding clinical care or procedures is required.

It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting.

To use an interpreter over the phone, call 131 450.

Our Doctors

Dr. Sharon Vasey
Dr. Craig Gordon
Dr. Chinniah Prabhakar
Dr. Sheela Prabhakar
Dr. Suzanne Edlinger

Our Nurse

Nicki Day

Our Administration Team

Mark Robins	Practice Manager
Lynda	Senior Reception
Sharon	Reception
Maria	Reception
Katie	Administration

Our Opening Hours

Monday to Friday	7am to 6pm
Saturday	9am to 12pm
Sunday	Closed
Public Holidays	Closed

Key Largo Medical Centre

61 Ocean Keys Boulevard
Clarkson
WA 6030

T: (08) 6401 7444
F: (08) 6401 7455
E: info@klmc.net.au
www.klmc.net.au

** No appointments or medical matters can be discussed via email due to confidentiality policies.*



Patient Information

Appointments & Enquiries

Tel: (08) 6401 7444

www.klmc.net.au

Welcome

Welcome to Key Largo Medical Centre. We are an AGPAL accredited family practice providing continuing comprehensive medical care and advice. Our mixture of male and female GPs with extensive and wide ranging experience can provide ongoing care to meet all of your family's needs.

Appointments

We run an appointment system and request that all patients book in advance to see a doctor or a nurse. Standard consultations for routine matters are 15 minutes. If you feel your matter requires longer please let our reception staff know when you book. If you require an emergency appointment this might not be with the doctor of your choice. Our doctors aim to keep to appointment times. However, some patients take longer than anticipated and we ask for your patience and understanding should you be affected by this. Cancellation fees apply for non-attendance.

Fees

We are a Bulk Billing practice Monday to Friday for Medicare and DVA Card holders. Please ensure that you bring a valid Medicare Card and any relevant Concession Cards to each appointment otherwise our private fees may apply. Saturday appointments are privately billed at \$65 for a standard 15 minute consultation (Concession Card holders and children under 16 years of age will be bulk billed).

Private fees apply for non Medicare patients and these must be paid on the day otherwise late payment fees will apply.

After Hours & Home Visit Arrangements

Our after hours locum service is provided by:

Dial-A-Doctor Tel: 1300 030 030

Joondalup

After Hours GP Tel: (08) 9400 9988

Emergency Department Tel: (08) 9400 9400

Our doctors can provide home visits during normal practice opening hours.

Prescriptions

Prescribed medication must be reviewed regularly. Repeat prescriptions cannot be issued unless you attend a review with your doctor. In exceptional circumstances, a special arrangement may be made with your doctor.

Test Results

Privacy legislation dictates that test results may not be given over the telephone or by our reception staff, so please do not ask. A follow up appointment must be made with your doctor to discuss the results of any performed test.

We make every effort to contact patients with abnormal results but sometimes these efforts fail (e.g. through incorrect telephone or address details). Please do not assume that your results are normal just because you have not heard from us. Make sure you have arranged a follow up appointment.

Medical Certificates

It is necessary to see a doctor on the first day of your illness. If you require a medical certificate please be sure to ask your doctor during your appointment. Medical Certificates are legal documents and cannot be backdated.

Workers Compensation

Please inform reception when booking your appointment if it is for Workers Compensation. All visits will be billed privately to the employer unless otherwise stated.

Medical Records

Medical records are confidential documents. It is the policy of the practice to maintain security of personal health information at all times and to ensure this information is only dealt with in line with current legislation.

Referrals

Specialist referrals require an initial assessment by your doctor, who will then prepare a referral letter to the relevant specialist. Referrals will not be issued unless you have attended an assessment and cannot be back dated.

Motor Vehicle Accidents

Patients must report the accident to the Insurance Commission of Western Australia on tel: 9264 3333. All appointments must be paid on the day by the patient and can subsequently be claimed back from the Insurance Commission.

Medical Students

Key Largo is a teaching practice and is committed to helping train the next generation of Australian doctors. Occasionally, our GP's may be accompanied by a medical student from UWA. If so, you will be asked for your consent in allowing the student to attend your consultation. Please say if you would prefer not to, the choice is yours.

Your Rights

We take your concerns seriously and believe that problems are best dealt with within the practice and in a timely manner. Please feel free to discuss any issues with your doctor or the practice manager. It is also your right to contact the Health and Disabilities Services Complaints Office on tel: 1800 813 583.

Our Rights

We reserve the right to request that you no longer attend our surgery if we consider your behavior to be unacceptable, such as being abusive to staff, exhibiting threatening or violent behavior, deliberately damaging property or stealing.