



Thank you for attending St Clare Medical Practice. We hope our professional relationship will be an ongoing one and we will endeavor to give you and your family the highest possible standard of medical care.

Dr Glenn Fernandes has been treating patients in Albany for over a decade. Our vision is to meet the health needs of the people of Albany by providing high quality, comprehensive care and exceptional customer service to all.

### SURGERY HOURS

Monday	9am – 5pm
Tuesday	10am - 5:30pm
Wednesday	9am – 5pm
Thursday	10am - 5:30pm
Friday	9am - 12pm
Saturday	<i>Closed</i>
Sunday	<i>Closed</i>

Phone number: (08) 9841 8102

Fax number: (08) 9841 8103

### Meet our lovely Staff

GP - Dr G. Fernandes  
Practice Manager - Laura  
Nurses – Cora & Amora  
Receptionists – Sarah & Daniel

### AFTER HOURS SERVICE

When our practice is closed on Friday after 12 pm Saturdays and Sundays please contact health direct 1300 022 222

Or

Emergency Department Albany Hospital for urgent matters - 30 Warden Avenue, Spencer Park WA, 6330 / Phone: 9892 2222

### FEES & BILLING ARRANGEMENTS

We are a mixed billing Practice. However, there are some services that could incur an out-of-pocket expense.

Patients without a Medicare card will be informed of the practice fee when booking their appointment.

### APPOINTMENTS

Please call (08) 9841 8102 to make a booking or visit our website alternatively you can book using HotDoc. We can offer Telephone and Telehealth consults.

We like to operate on an appointment system. Consultations are 10mins. If you think yours may require more time, please advise the receptionist so a longer appointment can be made. Please note that failure to cancel your appointment (or cancel less than 24 hours) may incur a fee.

### SERVICES PROVIDED

Anxiety/Depression  
Mental Health Plan  
Blood pressure check  
Children's Health  
Men's Health  
Women's Health  
Counseling service  
Diabetes check  
Drivers Medicals  
ECG heart assessment  
Immunization  
Mental Health  
60-year-old Health Check  
Prostate check  
Pregnancy testing  
Skin checks  
Stress & crisis management  
Travel advice  
Wart treatment – cryotherapy and diathermy  
Weight reduction  
Pre-employment assessments  
Drug & Alcohol testing (Blood or Instant)  
Rail CAT 1, 2, & 3  
Fitness assessments  
Dangerous goods License  
..... and much more



### Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this Practice to always maintain security of personal health information and to ensure that this information is only available to authorized members of staff.

### Reminder System

*This Practice is strongly committed to health screening and continuity of patient care. We have a computerized reminder system for this purpose. Should you not wish to have a reminder sent, please advise the receptionist.*

### TEST RESULTS

It is our practice policy not to give out test results over the phone. The results of your test need to be discussed with your doctor and an appointment is required for this.

### HOME VISITS

*Emergency home visits for patients who usually attend this practice will be made wherever possible. Outside business hours please call health direct 1300 022 222 or attend Emergency Department at Albany Hospital - 30 Warden Avenue, Spencer Park WA, 6330.*

### GOING OVERSEAS

*We can assist you with vaccination advice and carry a comprehensive range of vaccines. For more information, please see one of our nurses or your Doctor.*

### TELEPHONING YOUR DOCTOR

*You can contact the Doctors in this practice by telephoning during normal surgery hours. Your call will be put through to the Doctor if he is available or a message will be taken and your call will be returned. Of course, in an emergency your call will be put through immediately.*

### FEED BACK

*We would like to know feedback you may have about the care and service you receive. Please feel free to talk to the Doctor or one of our receptionists, alternatively you can email us at [admin@stclare.com.au](mailto:admin@stclare.com.au) or post a letter to 202 Middleton Rd, Albany 6330. Alternatively, you can contact the Health and Disability Services Complaints Office on (08) 65517600 or 1800813583.*

### Billing

*Please note that we are a private billing practice, all fees are payable on the day of the consult. We bulk bill the following:*

*Under 16*

*Over 65 with Pension Concession Card*

*Department of Veterans Affairs card holders*

**Standard Appointment – 10 Minutes**

**Extended Appointment 20 Minutes**

Concession / Discounted fees	
LEVEL B	\$70 (\$30.90 out of pocket)
LEVEL C	\$105 (\$29.25 out of pocket)
LEVEL D	\$128 (\$16.50 out of pocket)
No Concession / Discounted fees	
LEVEL B	\$85 (\$45.90 out of pocket)
LEVEL C	\$125 (\$49.25 out of pocket)
LEVEL D	\$150 (\$38.50 out of pocket)

#### **A little bit about our Doctor**

Dr. Fernandes moved to WA from the UK with his wife, who is a registered nurse, and his two children. His special interest are Occupational Health, Workers Compensation and Pre-Employment Medicals.

Dr. Fernandes qualified in the United Kingdom and India. He has Worked in the UK, Middle East and India and speaks six languages.

Dr. Fernandes works full time at our surgery.



Western Diagnostic Pathology Services for Blood Tests  
from 7:30am to 5pm Monday to Friday NO  
APPOINTMENT NEEDED

## Privacy Policy

### **What personal information do we collect?**

- ✓ Names, Date of Birth, Addresses, contact details medical history, medications, allergies, adverse events, immunization, social history, family history and risk factors
- ✓ Medicare number for identification and claiming purposes
- ✓ Healthcare identifiers

### **Why and when you consent is necessary:**

When you register as a patient of our practice, you provide consent for our GP's and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it.

### **Why do we collect, use, hold and share your personal information?**

Our practice will need to collect your personal information to provide healthcare service to you. Our main purpose of collecting, using holding and sharing your personal information is to manage your health.

We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation and business processes.

### **Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorized by law to only deal with identified individuals.

### **How we collect your personal information.**

When you make a booking our practice staff will collect your personal information, during providing medical services, we may collect further personal information. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us or make an online apt.

In some circumstances personal information may be collected from other sources. This may include information from:

- ✓ Your guardian or responsible person
- ✓ Other involved healthcare providers
- ✓ Your health fund, Medicare or department of Veterans affairs

### ***When why and with whom do we share your personal information***

We sometimes share your personal information

- ✓ with third parties who work with our practice for business purposes such as accreditation agencies to information technology providers – these parties are required to comply with APP's and this policy
- ✓ with other healthcare providers
- ✓ when it is required or authorized by law
- ✓ when it is necessary lesson of prevent serious threat to a patient's life, health or safety or it is impractical to obtain the patient's consent
- ✓ to assist in locating a missing person
- ✓ to establish, exercise or defend an equitable claim
- ✓ for the purpose of confidential dispute resolution process
- ✓ during the process of providing medical services through My Health record

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

### **How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms. Our practice stores all personal information securely.

As Electronic records, Visual records (X-rays, CT scans, Videos and Photo's) and/or paper records. Electronic format is kept in protected information systems and includes the use of passwords.

Hardcopy format is kept in a secured environment, with coded door entry.

We also have confidentiality agreements for all staff and contractors.

### **How can you access and correct your personal information at our practice?**

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing, by completing our request for records form and our practice will respond within 30 Days.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information.

### **How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please contact our Practice Manager Laura by emailing [admin@stclare.com.au](mailto:admin@stclare.com.au) or writing to St Clare Family & Occupational Practice, 202 Middleton Road, MIRA MAR 6330 Ph 9841 8102.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### **Privacy and our website**

Our website is hosted in Australia in a secure facility. To help protect the privacy of data and personal information we collect and hold, we maintain physical, technical and administrative safeguards.

We update and test our security technology on an ongoing basis.

To improve your experience with our website, we may use 'cookies'. Cookies are an industry standard and most major web sites use them. A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate settings on your browser however, please note that if you do this you may not be able to use the full functionality of our website.

Our website contains links to other websites. Please be aware that we are not responsible for the privacy practice of such other websites. When you go to other websites from here, we advise you to be aware and read their privacy policy.