

PATIENT INFORMATION GUIDE

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PATIENT INFORMATION GUIDE

Thank you for choosing St John for your healthcare. Please take a moment to review the important information below.

HOW YOUR GP CAN HELP

Your GP can help in many ways including:

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| Prevention <ul style="list-style-type: none">• Helping you stay well through immunisations, health screenings and education. | Mental health care <ul style="list-style-type: none">• Setting up a mental health care plan.• Helping manage conditions like anxiety or depression. |
| Advice for all aspects of your health <ul style="list-style-type: none">• Providing advice on any health problem.• Health assessments for work, driving or insurance.• Travel health.• Discussing sexual health, contraception, pregnancy and parenting.• Helping you understand and use other health and community services. | Treatment <ul style="list-style-type: none">• Performing procedures like wound care, removing skin lesions, treating fractures.• Referring you to other specialist doctors, if required. |
| Manage ongoing health conditions <ul style="list-style-type: none">• Keeping conditions like asthma, heart disease or diabetes under control. | Health history and medication <ul style="list-style-type: none">• Track your medical history, including through My Health Record.• Prescribing and monitoring medications. |

MAKING AN APPOINTMENT

Standard GP consultations are approximately 15 minutes. If you have multiple concerns or need extra time with your doctor, you can request a longer appointment.

Longer appointments are also required for services such as cervical screening and mental health care plans. If you're unsure of how much time you'll need, our friendly reception team can help you book the right appointment.

For any questions about our fees or Medicare rebates, please speak with our reception staff – they're happy to assist.

Appointments can be made by visiting stjohnhealth.com.au, using the Hot Doc app or speaking with our reception team.

LANGUAGE SERVICES

We are registered with the Translating and Interpreting Service (TIS) allowing us to support patients who don't speak English as their first language. If you require an interpreter, please let us know when booking your appointment and we will be happy to arrange one for you. Alternatively, you can contact TIS directly by calling 131 450.

HEARING IMPAIRMENTS

For patients with hearing impairments, we can arrange Auslan interpreters through Auslan Services, a leading provider of Auslan interpreting in Australia. Please inform us of your needs when booking your appointment. Alternatively, you can contact Auslan Services directly on 1300 287 526.



ASSISTANCE ANIMALS

We welcome all assistance animals into our clinics. Under Commonwealth legislation, an assistance animal is defined as a dog or other animal that is:

- Accredited under State or Territory law to assist a person with a disability, to alleviate the effects of disability; or
- Is accredited by an animal training organisation prescribed in the regulations; or
- Is trained to assist a person with a disability to alleviate the effect of the disability and meets the standards of hygiene and behaviour that are appropriate for an animal in a public place.

APPOINTMENT REMINDERS

When you book your appointment online, you will receive an appointment reminder via text message or email.

In addition, we send reminders for preventive health services including immunisations, annual health checks, skin checks and cervical screenings.

If you prefer not to receive these notifications, please let our reception team know and we will remove you from our reminder lists.

CANCELLATION POLICY

Please provide at least one hour's notice to cancel an appointment. This will allow us to fill your cancelled timeslot and provide care to another patient.

A non-attendance fee will be charged for missed appointments or appointments that are cancelled with insufficient notice. Any fee incurred isn't claimable on Medicare and must be paid prior to further appointments with St John General Practice.

VISITING A CLINIC

Upon arrival, please check in at reception so our team can notify your doctor that you're here for your appointment. Occasionally there may be a wait due to our doctors attending to urgent or complex matters. If you've been waiting longer than 20 minutes past your scheduled appointment time, please inform our reception team.

When visiting your GP, we encourage you to:

- Discuss any health concerns you may have. Be open and honest – everything you share with your GP is confidential.
- Ask any questions whether it's about treatments, medications, tests or treatment costs.
- Take notes during your appointment to capture important details, actions and decisions.
- Bring a family member or friend for support if you'd like. We can also organise a female or male chaperone to attend your appointment with you; please request this service when booking your appointment.

PRESCRIPTIONS, REFERRALS AND MEDICAL CERTIFICATES

As per our practice policy, repeat prescriptions, specialist referrals and medical certificates can only be issued following a consultation with your GP.

Please also note that specialist referral letters and medical certificates cannot be backdated.

TEST RESULTS

In accordance with our practice policy and for your privacy, pathology and other test results will not be provided over the phone. Patients may access their results through a Telehealth consultation (phone or video) or by scheduling a face-to-face appointment.



We also recommend that patients follow up with their GP after visiting a specialist or being discharged from hospital.

GP PHONE MESSAGES

In line with our practice policy, phone calls from patients will not be directly transferred to the GP while they are in consultation. Any messages will be passed along to the relevant GP via our internal messaging system. Please note that calls are typically returned at the end of the GP's session or by the end of the day.

If your message is urgent or relates to clinical matters, you may speak with one of our practice nurses who can assist you.

ELECTRONIC COMMUNICATIONS

We are committed to the safe and secure transmission of health information. When communicating via electronic means patient consent must be obtained and documented in the patient file due to the inherent risks involved. While we take steps to secure electronic communications, it is important to note that we cannot guarantee complete privacy.

Electronic communication such as email, is reserved for non-urgent administrative matters only. We aim to respond to emails within 48 hours. For urgent concerns, appointment bookings, cancellations, messages for healthcare providers or requests for medical reports, patients are asked to contact the practice by phone.

All electronic communications are recorded in the patient's health record for reference.

FEES AND PAYMENT POLICY

Every visit is a consult, and payment is required on the same day and can be made via cash, EFTPOS or credit card (excluding Amex and Diners Club). Outstanding payments will be referred to a debt recovery agency and additional administration fees may apply.

Our current fee schedules are available via our website at stjohnhealth.com.au or when calling reception. If you have any difficulty paying our fees, please discuss with our reception staff before your consultation.

Some services are not covered by Medicare and will be privately billed e.g. pre-employment medicals, certain driving medicals, diving medicals, overseas immunisation documentation and immigration paperwork.

All workers compensation and motor vehicle claims will need to be paid privately on the same day unless an acceptance letter with a claim number from the insurance company is provided. If a claim is not accepted, St John General Practice will not provide a refund or reimbursement.

Please note fees are subject to change without notice.

MEDICAL RECORDS

If you would like your medical records transferred to St John General Practice to support the continuation of your care, please speak with our reception team. You will be asked to provide written consent allowing us to request your records from your previous GP.

In certain cases, medical records may be released directly to patients upon written request. Please consult our team for details regarding our policy on patient access to medical records.

If you wish to have your records from St John General Practice transferred to another healthcare provider, a fee will apply based on the number of pages. Our team will inform you of the cost before the transfer is processed.



INFORMED CONSENT

At St John General Practice, we are committed to ensuring that all patients are fully informed about the purpose, importance, benefits, risks, and potential costs of any proposed investigations, referrals, treatments, and medications.

Our doctors and staff have a professional duty to ensure that all verbal or written information is understood by the patient. This includes patients who may not speak or read English, or who have special communication needs. We offer the option to use a recognised interpreting or communication service to facilitate clear communication with the doctor or clinical team.

We also provide information in a variety of formats to make it easy to understand including diagrams, brochures, leaflets, posters, electronic materials, or website referrals, alongside verbal explanations.

We assess a patient's ability to give informed consent by ensuring they understand, retain, and weigh the information provided before making a decision. This process applies to all adults, mature minors, patients with intellectual or mental impairments, as well as guardians or individuals with power of attorney.

For patients who rely on a third party for ongoing care, we recognise the importance of ensuring the carer receives all relevant information.

There is no pressure or coercion from our doctors, nurses, or allied health professionals. Patients have the right to decline advice, seek a second opinion, or choose to refuse treatment. Any refusal is documented in the patient's medical record.

Patients are also free to seek opinions from other healthcare providers, including those offering complementary or alternative therapies. Such decisions will be recorded in their medical records but will not impact the quality of care provided at St John General Practice.

ETHICAL DECISION MAKING AND OPEN DISCLOSURE

Our clinical team hold regular meetings to discuss ethical dilemmas and collaborate with other healthcare professionals to ensure the best outcomes for our patients.

We are committed to open disclosure, which involves transparently discussing any incident that may have caused harm to a patient during their care. When appropriate, we include the patient's family, carers, or support persons in these discussions to ensure they are fully informed and supported.

PRIVACY AND CONFIDENTIALITY

To protect your privacy, St John General Practice operates in full compliance with the Australian Privacy Principles. All information collected is treated as sensitive and used solely for the purpose of managing your healthcare.

It is important to maintain accurate records, so please notify our reception team if there are any changes to your contact details or other personal information.

Certain information may be shared with other healthcare providers involved in your care, such as pathology, radiology, specialists, or community health services.

You can choose to opt-in or opt-out of receiving specific communications from us. Please speak to reception to ensure you are receiving the communications that are most relevant to your care.

If you have any questions or concerns about how your personal health information is handled, or if you wish to access your records, please speak with reception or your GP.



A copy of our privacy policy is available on our website at <https://www.stjohnhealth.com.au/privacy-disclaimer/> or from reception.

FEEDBACK AND COMPLAINTS

If you have any concerns regarding the medical services provided by St John General Practice or St John Urgent Care, please speak to our Practice Manager.

Alternatively, you can submit feedback via our website at sjohnhealth.com.au. Upon receipt, your feedback will be directed to the Practice Manager, and you will receive a phone call and/or written response within 14 working days.

If you are dissatisfied with how your feedback has been handled, you may contact the Health and Disability Services Complaints Office (HaDSCO). HaDSCO is an independent statutory authority that provides impartial resolution services for complaints related to health, mental health and disability services in Western Australia and the Indian Ocean Territories.

Website: hadsco.wa.gov.au

Phone: 1800 813 583

OTHER MEDICAL SERVICES

Emergencies

If it's an emergency, call Triple Zero (000) or attend your nearest hospital emergency department.

A list of metropolitan emergency departments can be [found here](#).

St John Urgent Care

Urgent Care is a walk in service for patients with non-life threatening injuries and illnesses. Some common issues we treat include sprains or broken bones, sports injuries, insect bites, minor eye and ear problems, minor burns and cuts.

We're open 7 days a week including public holidays, offering convenient access to medical care with x-ray and pathology on-site.

Out of pocket fees apply to all patients with Medicare rebates available. Visit sjohnhealth.com.au for detailed fee information.

Telehealth

If you've seen one our doctors in person in the past 12 months, your GP consultation can take place via phone or video call from the comfort of your home.

Payment is required before your consultation, and you will receive an SMS from Hot Doc to securely enter your credit card details and authorise payment.

You can make a telehealth appointment by visiting sjohnhealth.com.au, using the Hot Doc app or speaking with our reception team.

Home visits and afterhours care

Armadale, Cannington, Cockburn, Joondalup, Midland, Osborne Park patients: If you require an afterhours GP appointment, please contact Dial-A-Doctor on 1300 030 030 or visit dial-a-doctor.com.au.



Kambalda patients only: Unfortunately, afterhours appointments are not available. If you're experiencing an emergency, please dial Triple Zero (000) or proceed to [Kalgoorlie Health Campus emergency department](#).

St John Dental

St John Dental provides a range of services including general, restorative, cosmetic and emergency dental.

Dental services are privately billed but we welcome patients from all health insurance funds and offer flexible payment plans to help make dental care more accessible for you and your family.

Appointments can be booked online by visiting stjohnhealth.com.au or speaking with our reception team.