

This is a Non-Bulk Billing Practice

Private Fees allow the doctor to spend appropriate time during consultations. Elderly patients and children frequently require more time than other patients.

Consultation Fees

Currently our standard consultation fee for Item 23 is \$68, and for longer consultations Item 36 - \$101, Item 44 - \$136. We can submit claims to Medicare on your behalf. Preferred payment is by cash, Tyro® EFTPOS or credit card. Fees to be reviewed annually in August.

Privacy

Our practice is committed to protecting our patients' privacy in accordance with the Australian Privacy Act 1988, in accordance with the Australian Privacy Principles schedule 1 of that act. To achieve this we will protect and manage the collection, storage, access and dissemination of personal health information. Please visit our website and click on the "Privacy" button on the home page for full information. For further privacy information visit (www.oaic.gov.au), enquiries@oaic.gov.au or call 1300 363 992.

The practice uses the PenCAT® clinical audit tool to produce de-identified statistical information from our practice records and audit purposes.

Personal information will not be communicated over the telephone by practice staff.

Recall System

This practice has a recall system to assist in the management and prevention of some conditions.

Please advise us if you would like your name removed from this system.

Results

It is the responsibility of patients to phone and check whether results are available and if the doctor needs you to schedule an appointment to discuss the results. Results are not discussed over the telephone in accordance with the Privacy Act 1988.

Telephoning the Doctor

While our practice aims to be accessible to patients throughout our consulting hours, please be mindful that Dr. Eiselen tries to minimize interruptions of consultations and therefore may not always be able to attend to your call. Please leave a message with reception stating the reason for your call with a return telephone number and we will call you back as soon as possible.

Interpreter Service

Patients who cannot read or understand English may be accommodated through Interpreter Services by using an interpreter over the telephone. Tel: 131 450

Appointments

Please phone to make an appointment. Our practice cannot assure you of a "walk-in" appointment. A standard appointment is 15 minutes.

Longer appointments for procedures are available on request and at the discretion of the doctor in case of specific conditions.

Procedures require longer consultations.

If you have **more than one matter** to discuss with the doctor, please mention this to the receptionist when booking the appointment so that a longer appointment is allocated in the schedule.

Should more than one family member wish to see the doctor, **please make sure that a separate appointment is made for each family member.** This will ensure a high quality of service to every patient at our practice. If possible please try to arrive five minutes before your appointed time and ten minutes if it is your first visit. Our practice allows for same-day emergency care consultations if an acute problem presents. These will, out of necessity, be brief - addressing the immediate emergency only.

Services We Offer

)i> General Family Medicine

-)i> Repair of sun damaged skin
-)i> Skin & mole checks for skin cancer
-)i> Excisions of benign skin tumours and cysts
-)i> Excision of small skin cancers not requiring Plastic surgery
-)i> Cryotherapy & diathermy of skin lesions
-)i> Biopsy of skin lesions
-)i> Wound care
-)i> Standard childhood vaccinations
-)i> Catch up immunisations for expatriates
-)i> Venesection for Haemochromatosis
-)i> Allergy desensitisation injections
-)i> Spirometry
-)i> ECG's
-)i> PAP smears
-)i> Removal/ Placement of Implanon® and Mirena®

How To Get To Us

We are located behind Bunnings in Mindarie. Insert our address in Google Maps for easy directions or look on our Website at www.clarksonfamilypractice.com.au

North on West Coast HW - Marmion

-)> At Neerabup Road/Marmion Avenue roundabout take the third exit into Neerabup Road
-)> Take the second road to the left into Lower Keys Drive
-)> Take first road to right into Caloundra Road)> Arrive at No 19 on the left

North on Mitchell Freeway

-)> Turn off freeway onto Burns Beach Road
-)> At roundabout, take third exit onto Connolly Drive
-)> Continue north through 3 roundabouts. At the 4th roundabout take the first exit left into Neerabup Road
-)> Take the second road right into Maroochydore Road
-)> Take the first road left into Caloundra Road
-)> Arrive at no 19 on the right

Public Transport

-)> Take train north on the Joondalup line to Clarkson Station
-)> Take Bus 482 towards Quinns Rock
-)> Disembark at Ocean Keys Boulevard after Marouba Way then walk to 19 Caloundra Road (approx 500m)

Pathology Service

Clarkson Family Practice serves as a Collection Centre for St John of God Pathology Laboratories. Pathology tests will be attended to from Monday to Friday between 8am and 11am by the St John Of God phlebotomy personnel.

Patient Feedback

Any suggestions or concerns can be discussed with the practice manager or doctor. In the event you feel that your complaint has not been addressed adequately by the practice you may contact HaDSO- Health and Disability Services Complaints Office on (08) 9323 0600.

For more Practice information visit our website:

www.clarksonfamilypractice.com.au



Clarkson Family Practice

Unit 1 | 19 Caloundra Road | Clarkson | WA | 6030
Tel (08) 9408 6610 Fax (08) 9408 6612

Practice Information

Practice Hours

Monday to Thursday 8:00am - 4:30pm
Friday 8:00am - 4:30pm
Closed Weekends and Public Holidays

After Hours Emergencies

After Hours GP Tel (08) 9400 9988
WADMS GP Service Tel (08) 9321 9133 Or
Present at Joondalup Health Campus Emergency
Dial-a-Doctor M/C&DVA Bulk Billed 1300 030 030

Welcome to Clarkson Family Practice. We are a small, friendly surgery started by Dr. Ernst Eiselen and his wife, Estelle (Practice Manager) in August 2010.

Dr Eiselen is registered on the APRAH Specialist GP register.

Our philosophy is to provide outstanding, personalized medical care to our patients.

The Team

GP Principal

Dr Ernst Eiselen
(MBCbB FRACGP)

Practice Manager

Mrs Estelle Eiselen

Receptionists

Mrs. Denise Peters

Mrs. Estelle Eiselen

Practice Services

Our surgery provides a full range of health services including amongst many more, immunization, chronic disease management for asthma, diabetes, hypertension, health check- ups, health assessments and care plans.

We have a special focus on skin checks for skin cancer, repair of sun-damaged skin, acne, Cryotherapy of skin lesions. Dr. Ernst Eiselen has a special interest in the treatment of scars and wounds.