



PRACTICE INFORMATION SHEET

Practice Communication Policy

Your call will be answered politely and efficiently. All telephone messages will be passed on to the Doctor or Nurse who will respond according to the urgency as determined by the Doctor or Nurse. If you have a query or message for the doctor, staff will relay it to the doctor via an internal messaging system. Staff will only interrupt a consultation if the problem is life-threatening.

Emails may be sent to info@byfordvillagepractice.com.au but may not be read the same day so patients are advised to phone for urgent issues.

Telephone Number | (08) 9525 6622

Email Address | info@byfordvillagepractice.com.au

This Practice Information Sheet is available to view online on our website www.byfordvillagepractice.com.au/information-leaflet and hard copies can be obtained at our Reception desk where they are kept in clear view.

Practice Doctors

Dr Bunty Prasad | FRACGP, MRCGP (UK) (Merit), MS (Gen Surgery), Dip Derm, MBBS

Practice Nurses and Clinicians

Practice Manager | Amanda Prasad



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Operating Hours

Monday to Friday - 8.00 am to 7:00 pm

Saturday - 8:00 am to 3:00 pm

Sunday - Closed

Practice Services

Injuries, Cuts and Wounds, Stitching / Gluing Wounds, Saline, Infusion for Dehydration, Allergic Reactions, Spider Bites, Intravenous Antibiotics for Serious Infections, Skin Cancer Checks, Mole Checks, Annual Health Checks, Flu Shots, Antenatal Care, Pediatric Problems, Mental Health, Minor Injuries, Musculoskeletal Conditions, Cardiovascular Assessment, Diabetes Assessment, Diabetes Management, Blood Pressure Management, Asthma / COPD Management, ECG, Pain Control, Anxiety Issues, Depression, Postnatal Blues, Stress, Burn Out, Immunisations, Child Vaccinations, Travel Vaccinations.

Billing Policy

To maintain practice services and viability we have had to take the difficult decision of introducing charges as below but will continue to Bulk Bill Concession Card Holders. Our charges are still the lowest compared to other clinics.

CONSULTS	PRACTICE FEE	BACK FROM MEDICARE	OUT OF POCKET
LEVEL A	\$28.85	\$18.85	\$10.00
LEVEL B	\$51.20	\$41.20	\$10.00
LEVEL C	\$99.70	\$79.70	\$20.00



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Appointments

We operate a triple appointment system – advance booking, same-day bookings and walk-in appointments. Please make sure you phone just before the practice opens for same-day bookings. Walk-in appointments are subject to availability and there is usually a wait of 30-60 min.

Longer Consultations

Please let reception know if you need longer appointments for complex or multiple issues.

Test Results

After any test including scans please make an appointment to see the doctor 3 working days later. Alternatively, you may follow the 'no news is good news' policy. We will not divulge the results over the phone or via email.

After Hours and Emergency

For all emergencies please call 000

For After Hours please call Dial a Doctor After Hours service on 1300 030 030.

Home Visits

In exceptional circumstances, home visits are available for regular patients whose condition prevents them from attending the surgery but entirely at the doctor's discretion.

Engaging with Other Services & Referrals

Our doctors are keen to liaise with other health professionals involved in your care. Please don't forget to provide our name and telephone number to your healthcare provider so he or she can write to us about your health.



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Reminder System

Our practice is committed to preventative healthcare. You can register to receive reminder notices regarding health services appropriate to your care.

Physical Address

Byford Village Practice
Shop 1, Byford Village Shopping Mall
20 Abernethy Road
Byford WA 6122
Phone: (08) 9525 6622

Patient Feedback

Please feel free to talk to your doctor or reception staff if you have any suggestions or are unhappy with our service. If you are not satisfied with our response you may refer the case to:

The Health and Disability Services Complaints Office (HaDSCO)
GPO Box B61
Perth WA 6838
Complaints and enquiries line: (08) 6551 7600
Administration: (08) 6551 7620
Fax: (08) 6551 7630
Country Free Call: 1800 813 583
TTY: (08) 6551 7640
Email: mail@hadsco.wa.gov.au

If patients require communication services

Patients who require communication assistance are asked to let reception staff know When making the appointment.

Patient Rights

Patients have the right, and are encouraged, to participate in decisions about their healthcare.