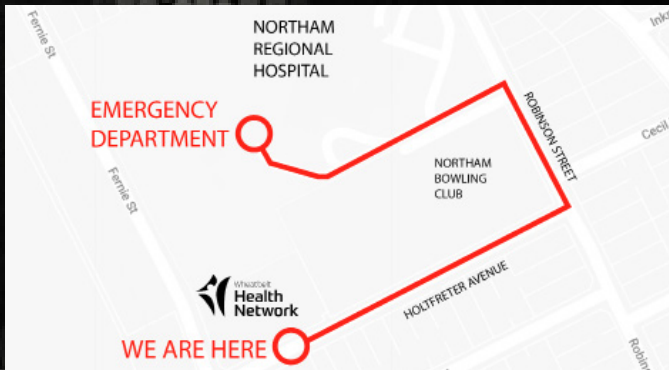


## Emergency

In an emergency situation please call 000 or present to Northam Hospital Emergency Department at 50 Robinson Rd, Northam.



## After Hours

If you would like to access a GP for a non-emergency then call Telstra Health 1800 225 523

The service is free to access for Australian residents who reside in the wheatbelt or who are temporarily residing in the Wheatbelt. This service can be accessed before 8am and after 6pm Monday-Friday, before 8am and after 12pm Saturday and all day Sunday and any Public Holidays.

Thank you to Western Australia Primary Health Alliance (WAPHA) for funding this service.

### Acknowledgement

We respectfully acknowledge the Boodja (land) on which we meet, and work in partnership to bring about good health. We respectfully acknowledge the traditional owners, past, present and emerging and support all inclusive relationships between Indigenous and Non-Indigenous Australians.

## Privacy Policy

The Wheatbelt Health Network, is bound by the Australian Privacy Principles under the Privacy Act 1988. We are committed to complying with all applicable privacy laws which govern how the Practice collects, uses, discloses and stores your personal information. To receive a copy of our full Privacy Policy, please ask a staff member or visit our website: [www.wheatbelt.com.au](http://www.wheatbelt.com.au) We will not use or disclose your personal information to any other persons or organisations for any other purpose unless

- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.



## Quality Accreditation

The Wheatbelt Health Network will provide high quality, integrated primary healthcare services across the wheatbelt.

The Wheatbelt Health Network is certified to ISO9001:2015 and clinical standard RACGP 5th edition.



Wheatbelt  
**Health Network**

## Patient information



#COMMUNITY #ACCESS #RESPECT #EDUCATION

# 9621 4444

25 Holtfreter Avenue, Northam

Monday - Friday: 8:00am to 6:00pm

[www.wheatbelt.com.au](http://www.wheatbelt.com.au)

Phone: 9621 4444 Fax: 9621 4475  
[northam@wheatbelt.com.au](mailto:northam@wheatbelt.com.au)

#wheatbelthealthnetwork



## Services Available

Doctors	Care Co-ordination
Nursing	Speech Pathology
Pharmacy	Visiting Specialist/s
Physiotherapy	Pathology
Audiology	Podiatry
Aboriginal Health	Counselling
Disability Advocacy	Occupational Therapy

\* The Wheatbelt Health Network acknowledges WA Primary Health Alliance (WAPHA) for providing funding in its role as the operator of the Country WA PHN.

Physiotherapy \*  
Diabetes Education \*  
Dietitian Services \*  
Podiatry \*



## General Practitioners

- Dr Dapo Alegbe	- Dr Astha Patoliya
- Dr Bali Patoliya	- Dr Mo Alhamoudi
- Dr Yohana Kurniawan	- Dr Mohsin Shahzad
- Dr Jeffrin George	- Dr Henry Villiegas
- Dr Huma Abid	

Dr John Whitelaw (locum)  
Dr Kevin Christianson (locum)

## Test Results

All test results will be reviewed by your doctor. If your doctor asks for a follow-up appointment, you will be contacted by the Patient Services Team.

## Contacting Our Staff

Phone calls and emails to the clinic are welcomed and messages will be passed onto our health staff.

## Practice Fees

The Wheatbelt Health Network bulk bills 95% of all patients for appointments.

The following items cannot be bulk billed and needs to be privately paid for by clients:

- Commercial Drivers Medical Checks
- Standard Drivers Medical Checks
- Pre-Employment Assessment
- Standard Appointment: \$70.00 (\$38.20 Rebate)
- Longer Appointment: \$110.00 (\$73.95 Rebate)
- Lengthy Appointment: \$150.00 (\$108.85 Rebate)

Medicare claims can be processed on-site. If you have any questions, please ask our Patient Services Team.

## Transfer of Records

The Wheatbelt Health Network charges \$25.00 to transfer records. Please ask one of our Patient Services Team for a consent form.

## GP Appointments

Appointments can be made by calling reception on 9621 4444, online via [www.wheatbelt.com.au](http://www.wheatbelt.com.au) or by downloading the Health Engine App onto your phone or other mobile device.

- Please let us know if you need a longer appointment.
- We welcome walk in appointments, however waiting times may apply.
- On the day appointment's are not released until the actual day of booking.
- Please call us as early as possible to let us know about any changes or cancellations.
- Discuss home visit options with your doctor.

## Feedback and Complaints

We want to make sure we are providing quality healthcare to our patients. If you have any concerns or suggestions on how we can improve our service to you, please ask our Patient Services Team for a feedback form.

If you wish to lodge an external complaint you can contact the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583 or via [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au).



## Access and Inclusion

The Wheatbelt Health Network provides wheelchair access for ease of entry into the building, and accessible toilets are situated inside the main entrance.

Please advise reception if you have any additional requirements (interpreter, accessible information, disability access, cultural or religious adjustments). We are happy to assist you in any way we can.