





Practice Details

Nest Medical Women's & Children's Health
29–31 Sholl Street
Mandurah WA 6210

 **Phone:** (08) 9534 8133

 **Fax:** (08) 9534 7977

Surgery Hours

Monday – Friday:
8:30am – 5:30pm

After Hours Care

If you require medical attention outside normal surgery hours, please contact:

- **Peel Health Campus:** (08) 9531 8000
 - **Health Direct:** 1800 022 222
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Billing Arrangements

Nest Medical Women's & Children's Health is a **private billing practice**.
Payment is required **on the day of consultation**.

Bulk Billing applies to:

- Vaccinations
- Care Plans
- Government funded health assessments

Concession Rates

- **Children aged 0–11 years**
- Eligible concession card holders

Concession Fees

Item No.	Fee	Medicare Rebate	Gap
3	\$35.00	\$20.05	\$14.95
23	\$70.00	\$43.90	\$26.10
36	\$110.00	\$84.90	\$25.10
44	\$155.00	\$125.10	\$29.90

Private Fees (12–64 years)

Item No.	Fee	Medicare Rebate	Gap
3	\$50.00	\$20.05	\$29.95
23	\$90.00	\$43.90	\$46.10
36	\$140.00	\$84.90	\$55.10
44	\$185.00	\$125.10	\$59.90

Our Clinical Team

- **Dr Karine Hay** – General Practitioner
 - **Dr Peter Kell** – GP Obstetrician
 - **Dr Danielle Gitsham** – GP Obstetrician
 - **Dr Alex Thng** – GP Obstetrician
 - **Dr Gregg Eloundou** – Gynaecologist
 - **Dr Naomi Wakefield** – General Practitioner
 - **Lisa Wood** – Physiotherapist
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Communication

- Emails are reviewed by reception staff and **urgent matters are triaged** to the clinical team.
 - Requests for medical information are managed by the **Practice Manager**, with GP sign-off.
 - Non-urgent email enquiries will be responded to **within 7 days**.
 - Phone calls and medical enquiries are triaged by **GP nurses and midwives**.
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Medical Records & Privacy

Your medical record is a confidential document.

Nest Medical is committed to protecting your personal health information and ensuring it is only accessed by authorised staff.

A copy of our **Privacy Policy and Patient Consent Form** is available from reception.

If you wish to access your medical records or have them transferred to another provider, please speak with reception for assistance.

Test Results

- **Urgent results:** You will be contacted directly by your doctor.
 - **Non-urgent results:**
 - SMS advising no further action required, **or**
 - SMS requesting you book a non-urgent appointment
 - A GP nurse may also contact you by phone if needed.
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Complaints & Feedback


If you have a complaint or suggestion, you may:

1. Speak directly with your GP or GP Obstetrician
2. Ask reception to speak with a senior staff member
3. Complete a complaints or suggestion form
4. Email: **Practice.Manager@nestmedical.com.au**

You may also contact:

Health and Disability Services Complaints Office

 1800 813 583

 GPO Box B61, Perth WA 6001

Interpreter Services

Interpreter services are available.

Please inform reception at the time of booking if you require assistance.

Preferred Doctor & Longer Consultations

- If you have a **preferred doctor**, please advise reception when booking.
- **Longer consultations** are available on request.
- New patients generally require a **double appointment**.