

Our Practitioners and Team at Pramana are committed to deliver quality health solution

All our doctors are experienced and committed towards delivering quality health, preparation of chronic disease management, mental health plans and health checks. Please enquire how we may be able to help you.

Dr Raji Krishnan MBBS, DGO, AMEC

Over 40 Years of experience in General Practice working across a wide range of clientele offering the full range of services as per our service charter.

Dr Priya Krishnan MBBS, FRACGP

Trained and completed fellowship in WA. Committed to working with patients to empower and improve health and wellbeing.

Our Services (Mixed Billing – Please refer to Changes with effect 1st Jan 2023)

Women's Health	Antenatal Care	Aged Care
Men's Health	Mental Health Plans	Care Plans
Children's Health	Vaccination & Immunisation	Health Assessment
Chronic Diseases	Minor Procedures & Skin	Iron Infusion

Some procedures and reports may incur a Gap payment. We will inform you on any such medical procedure.

Private Billing

Worker's Comp	Pre-employment Medical	Driving & Travel
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Bulk & Private Billing Details: Please refer to communication on changes with effect 1st Jan 2023

Cancellation: If you are unable to attend, please contact the surgery prior to your appointment to cancel your booking. Non-attendance & failing to advise on cancellation may result in a charge of \$35 per standard appointment or \$55 for a long consult.

Other Fees & Charges: Transfer of Medical Record through an approved electronic format may incur cost ranging from \$25 to \$50 depending on history and method of file transfer including cost of registered post etc.

Test Results: Reminders & Recall - We advise all patients to book an appointment to discuss medical test results. Our procedures for the recall of results are as follows.

Urgent: We will contact you immediately by phone advising you to make an appointment to see the doctor and / or send a text message. GP will be notified. After 3 attempts, a letter advising an urgent appointment will be sent.

Non-Urgent: We will contact you by phone advising you to make an appointment to see the doctor and / or send a text message. GP will be notified and may send a letter advising you to make an appointment.

Normal: You can phone the surgery to check if your results have been received. Make an appointment to discuss the results, even if they are normal. We do not give results over the phone due to confidentiality.

Privacy & Confidentiality

Personal health information is private & confidential. We have various protocols to ensure confidentiality. Should you require a copy of our Privacy Policy, please ask our Reception Team.

Practice Opening Hours

Mon – Fri: 9:00AM to 5:45PM

Sat: 9:00AM to 12:45PM

Pathology Opening Hours

Please check www.wdp.com.au

Gosnells - Wheatley

**For Emergency
Dial 000**

**Afterhours Contact
1300 NIGHT DR**



Communication:

We follow strict guidelines on confidentiality, patient consent, consent for a 3rd party to obtain information, transferring of health information and access and security of personal health information. We adhere to The National Privacy Principles Act and the Health Records and Information Act.

We engage with clients through telephone calls, text messages, emails and fax messages. We have policy in place to ensure confidentiality. **Email is not used as a method of communication between patients to discuss or transfer health or medical records.**

Interpreting Service:

Translator and interpreter services, such as AUSLAN and the National and Relay Service are also available for clients requiring these services. If you speak a language other than English and require help, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450

Consultations

Are made by appointment with the Doctor of your choice through the website, online booking system, phone call or walk-in. **During pandemic time we request you to make bookings online or through telephone as we encourage contactless booking where possible.** Urgent cases through Triage are seen by the first available Doctor. Should you require a long consult to discuss multiple issues (Care Plans etc.) please book in accordingly. This will help us deliver prompt and timely services to all clients. You can also book appointments with Practice Nurse for immunisation and vaccinations.

Other Services:

Home Visits are offered to regular patients who are too frail or unwell to attend the clinic and when appropriate. We have better facilities to accurately diagnose and treat you at the practice than during home visits.

Teleconsulting is also an available option where appropriate.

Medical Certificates are available for genuine illnesses and issued for patients attending the surgery for a consultation. We don't provide a retrospective or post-dated certificate.

Repeat Prescription are provided on reviewing health conditions and therefore generally only provided at a consultation. Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed or changed.

Specialist Referrals Your GP is trained to deal with most medical problems and may need occasional referrals to a specialist. This referral is required to receive an applicable Medicare rebate for a specialist visit. It is important that you discuss the opinion of specialist and advice with the referring GP following your visit to the specialist.

Feedback: Complaints & Suggestions - We value your opinion and respect your rights as a patient. We welcome your feedback. Please fill out a feedback form from or suggestion note. We will follow up on all feedback, suggestions and complaints; a response will be provided where requested.

Please email us on reception@pramanamedical.com.au or pm@pramanamedical.com.au

Client Services: Our Team is committed to delivering quality service and care. If we have not managed your complaints satisfactorily and requires escalation outside our practice please contact:

Health Consumers' Council (WA) Inc:
GPO Box C134, Perth WA 6839
Phone: 08 9221 3422 or 1800 620 780
Email: info@hconc.org.au

Health and Disability Services Complaints Office:
GPO Box B61, Perth WA 6838
Phone: 08 6551 7600 or 1800 813 583
Email: mail@hadsco.wa.gov.au