

Our Services

Family Medicine

Family Planning

Ante Natal Care

PAP Smears

Counselling

Vaccinations

Care Plans

Chronic Disease Management

Children's Immunisations

Liquid Nitrogen Therapy

Minor Surgery

Spirometry

Pre Employment Medicals

Driving Medicals

Injury Management

Health Checks

Preventative Health Reminder System

Interpreter Services

Professional interpreting services delivered by the Translating and Interpreting Service (TIS National) are available for non-English speaking or hearing impaired patients when an explanation regarding clinical care or procedures is required.

It provides immediate telephone interpreting services, as well as pre-booked telephone and on-site interpreting.

To use an interpreter over the phone, call 131 450.

Our Doctors

Dr. Aleksandra Kaddour

Dr. Len Henson

Dr. Sharon Vasey

Dr. Chinniah Prabhakar

Dr. Katharine Shorrocks

Dr. Thomas Chiddick

Our Administration Team

Mark Robins

Practice Manager

Nicola

Senior Reception

Joy

Senior

Reception

Our Opening Hours

Monday to Friday

8am to 5pm

Saturday

Closed

Sunday

Closed

Public Holidays

Closed

Two Rocks Medical Centre

5/8 Enterprise Drive

Two Rocks

WA 6037

(08) 6401 7422

(08) 6401 7433

info@trmc.net.au*

www.trmc.net.au

** No appointments or medical matters can be discussed via email due to confidentiality policies.*

We are also at:

Ocean Reef Medical Centre

Key Largo Medical Centre

81 Marina Boulevard

61 Ocean Keys

Boulevard

Ocean Reef

Clarkson

WA 6027

WA 6030

T: (08) 9307 5344

T: (08) 6401 7444

F: (08) 9307 5664

F: (08) 6401 7455

www.ormc.net.au

www.klmc.net.au



Patient Information

Appointments & Enquiries

Tel: (08) 6401 7422

Fax: (08) 6401 7433

**Book online at:
www.trmc.net.au**

Welcome

Welcome to Two Rocks Medical Centre. We are an AGPAL accredited family practice providing continuing comprehensive medical care and advice. Our mixture of male and female GPs with extensive and wide ranging experience can provide ongoing care to meet all of your family's needs.

Appointments

We run an appointment system and request that all patients book in advance to see a doctor or a nurse. Standard consultations for routine matters are 15 minutes. If you feel your matter requires longer please let our reception staff know when you book. If you require an emergency appointment this might not be with the doctor of your choice. Our doctors aim to keep to appointment times. However, some patients take longer than anticipated and we ask for your patience and understanding should you be affected by this. Cancellation fees apply for non-attendance.

Fees

We are a Bulk Billing practice Monday to Friday for Medicare and DVA Card holders. Please ensure that you bring a valid Medicare Card and any relevant Concession Cards to each appointment otherwise our private fees may apply.

Private fees apply for non Medicare patients and these must be paid on the day otherwise late payment fees will apply.

After Hours & Home Visit Arrangements

Our after hours deputizing service is provided by:

WADMS Tel: (08) 9321 9133

Other contacts:

Joondalup After Hours GP Tel: (08) 9400 9988
Emergency Department Tel: (08) 9400 9400

Prescriptions

Prescribed medication must be reviewed regularly. Repeat prescriptions cannot be issued unless you attend a review with your doctor. In exceptional circumstances, a special arrangement may be made with your doctor.

Test Results

Privacy legislation dictates that test results may not be given over the telephone or by our reception staff, so please do not ask. A follow up appointment must be made with your doctor to discuss the results of any performed test.

We make every effort to contact patients with abnormal results but sometimes these efforts fail (e.g. through incorrect telephone or address details). Please do not assume that your results are normal just because you have not heard from us. Make sure you have arranged a follow up appointment.

Medical Certificates

It is necessary to see a doctor on the first day of your illness. If you require a medical certificate please be sure to ask your doctor during your appointment. Medical Certificates are legal documents and cannot be backdated.

Workers Compensation

Please inform reception when booking your appointment if it is for Worker's Compensation. All visits will be billed privately to the patient until a confirmation letter and claim reference are received from the insurance company.

Medical Records

Medical records are confidential documents. It is the policy of the practice to maintain security of personal health information at all times and to ensure this information is only dealt with in line with current legislation.

Referrals

Specialist referrals require an initial assessment by your doctor, who will then prepare a referral letter to the relevant specialist. Referrals will not be issued unless you have attended an assessment and cannot be back dated.

Motor Vehicle Accidents

Patients must report the accident to the Insurance Commission of Western Australia on tel: 9264 3333. All appointments must be paid on the day by the patient and can subsequently be claimed back from the Insurance Commission.

Medical Students

Two Rocks is a teaching practice and is committed to helping train the next generation of Australian doctors. Occasionally, our GP's may be accompanied by a medical student from UWA. If so, you will be asked for your consent in allowing the student to attend your consultation. Please say if you would prefer not to, the choice is yours.

Your Rights

We take your concerns seriously and believe that problems are best dealt with within the practice and in a timely manner. Please feel free to discuss any issues with your doctor or the practice manager. It is also your right to contact the Health and Disabilities Services Complaints Office on tel: 1800 813 583.

Our Rights

We reserve the right to request that you no longer attend our surgery if we consider your behavior to be unacceptable, such as being abusive to staff, exhibiting threatening or violent behavior, deliberately damaging property or stealing.