

The Deen Clinic

Practice Information Factsheet

We are a walk-in clinic in the heart of Northbridge dedicated to providing quality healthcare services to all.

Service Hours

Nurse Led Services	Monday - Friday 9:30am - 3:00pm
GP Dr. Orlaith Reid	Monday and Wednesday 9:30am - 2:00pm
Weekends & Public Holidays	Closed

Staff

GP	Dr. Orlaith Reid
Practice Manager	Ali Lori
Registered Nurse	Jessica McNabb

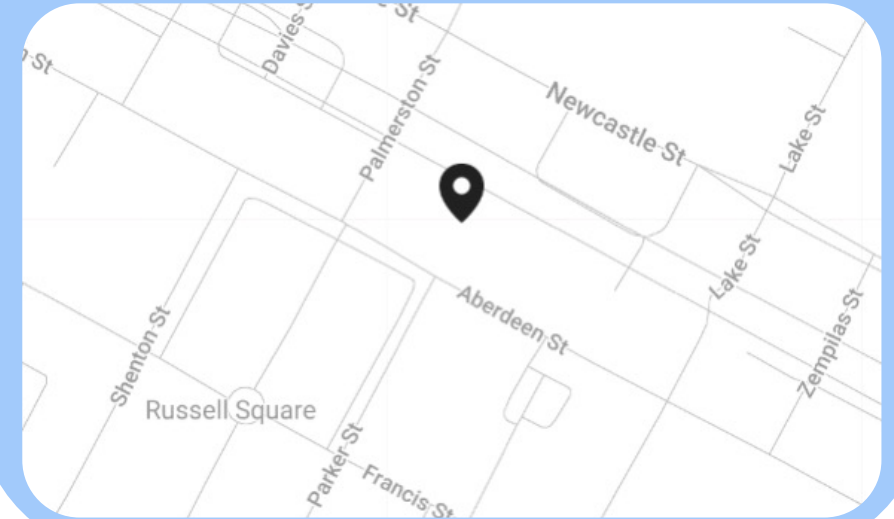


Visit us

Address 134 Aberdeen Street
Northbridge WA 6003

Phone (08) 9227 9805

Fax (08) 9227 6545



**Proudly AGPAL
Accredited**

Our commitment to
your safety and care



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Services

Our services include:

- Hepatitis C testing, Treatment and Management
- Hepatitis B Testing, Vaccination, Treatment, Management
- Hepatitis A Vaccination
- General Health
- Preventative Care + Acute Care
- Aboriginal and Torres Strait Islander Health
- Women's Health
- Sexual health: STI screening & treatment
- Contraception
- Cervical Screening
- Wound Care

The Deen Clinic prioritises treatment for Hepatitis C. Our services are also available for people who do not have a GP, or their GP is not treating hepatitis C, or do not feel comfortable accessing their GP for this purpose. People who are using drugs are encouraged to use this service if they do not feel comfortable accessing their GP or do not have a GP.

Billing

Our services are bulk billed.

Medical Certificates

We do not provide Centrelink Medical Certificates unless it has been discussed with the GP at a prior visit.

Appointments

Appointments can be made through HotDoc, our website, phone and walk-ins.

No referral is required. While not always possible, we try hard to avoid unnecessary delays and waiting times. For this we encourage patients to make appointments and arrive on time. Telehealth consults may be arranged in advance should you be unable to attend the clinic.

Reception Staff

Our reception staff are happy to assist you with any enquiries. In addition, should you need to provide a urine sample or have any other needs prior to a consultation, please do not hesitate to speak to the reception staff.

Results

Patients are able to telephone for results. Our staff will advise if the patients need to make a follow-up appointment with a GP.

Telephone Calls/Communication

Every call is considered important and confidential. If your call cannot be managed immediately, a staff member will take a message and your call will be returned by an appropriate staff member.

Privacy Policy

The Deen Clinic is bound by the Privacy Act, and the National Privacy Principles. Our Privacy Policy can be found through our website or upon request to a member of staff.

Your medical record is a confidential document. It is our policy to maintain the security of personal health information and is only to authorised staff members.

Languages

If you require translation into a language other than English, please notify reception in advance to arrange a translator with the Translating and Interpreter Service (TIS).

After Hours

For after hours care:

GP After Hours Mount Lawley

779 Beaufort Street

Mount Lawley WA 6050

Tel: (08) 9370 4200

Monday - Friday 7:00pm - 11:00pm

Saturday 2:00pm - 11:00pm

Sunday 10:00am - 10:00pm

Public Holidays 10:00am - 10:00pm

In case of emergency:

Please call 000 or attend your nearest emergency department.

Feedback and Complaints

We aim to provide the highest standards of patient care. We welcome feedback through our suggestion box, reception questionnaire and website suggestion forms. If we are unable to resolve any issues you may contact one of the following agencies:

- Australian Health Practitioner Regulation Agency (APRAH) Tel: 1300 419 495
- Health and Disability Services Complaints Office (HaDSCO) Tel: (08) 9323 0600

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Northbridge WA 6003
www.hepatitiswa.com.au/the-deen-clinic

