PRACTICE INFORMATION

Physical / mailing address:	Unit 1 and 2, 55 Murdoch Drive, GREENFIELDS, WA 6210	
Telephone:	08 9535 3244	
Fax:	08 9534 7150	
Email:	Reception:	reception@dynamicdoctors.com.au
	Accounts:	accounts@dynamicdoctors.com.au
	Administration:	admin@dynamicdoctors.com.au
	Compliance / Complaints:	compliance@dynamicdoctors.com.au
Website:	www.dynamicdoctors.com.au	
Facebook:	www.facebook.com/dynamicdoctors/	

OPENING HOURS

Monday to Friday:	8:30am – 5:00pm
Saturday:	9:00am – 12.00pm
Sunday and Public Holidays:	CLOSED

APPOINTMENTS

Consultations are by appointment – 15 minutes allocated to each patient. If you require a longer appointment, please advise the Front Desk when booking. We make an effort to run on time and your assistance is appreciated in booking sufficient time for your requirements. Front Desk staff will inform you where a specific appointment type requires a longer appointment time and will book it as such.

Patients are encouraged to inform the Front Desk of their preferred GP when booking an appointment, and all efforts will be made to accommodate their request.

Please arrive on time for appointments. If you are unable to keep a scheduled appointment please contact us as soon as possible – Dynamic Doctors Group aims to provide quality healthcare and appointments are valuable. Your doctor as well as other patients will appreciate your courtesy in this regard. Should a scheduled appointment not be kept without at least 4 hours' prior notice, we reserve the right to charge a non-attendance fee of $50 plus GST.

AFTER HOURS ARRANGEMENTS

After Hours Medical treatment is available from:

- For any medical emergencies phone 000 immediately.
- Peel Health Campus Emergency Department – contact (08) 9531 8000, located at 110 Lakes Road, Mandurah.

Discharge summaries received from after hours service providers will be reviewed by the patient's regular GP and recorded on the patient's Medical Record. Should any patient have to seek medical treatment at an after hours service provider, they are encouraged to make an appointment with their regular GP for a follow-up appointment.

SERVICES

General consultations, long consultations, Women's Health, Men's Health, Health Assessments, Driving Medicals, Childhood Immunisations, Chronic Disease Management, Mental Health Management, Aged Care, Family and Children's Health, Dressings, Gastric Band Adjustments, Skin Checks, INR Checks and Minor Procedures.

FEES – DYNAMIC DOCTORS GROUP BILLING POLICY

Dynamic Doctors Group is an independent non-bulk billing private practice. Our focus is on quality medical care. As such all consultations are time based and charged in accordance with the published table of billings that is available online and placed throughout the practice as well as in each doctor's consultation room.

Please familiarise yourself with the billing table and be sure to discuss any concerns with our friendly reception staff BEFORE your consultation.

The most common consultation type is a standard consultation which deals with a single issue and that is booked in a 15-minute time slot. Should you prolong your consultation due to the complexity of your presentation, or should you add additional/multiple concerns causing the consultation to be extended, this will automatically attract a higher consultation fee.

If you wish to book a comprehensive consultation (up to 30 min) for a complex issue or for multiple medical issues, please do so online or be sure to inform our reception staff when booking your appointment. Please note that mental health consultations always require a 30-minute time slot and are charged accordingly.

All consultations are payable on the day, and you can receive your Medicare rebate (if applicable) immediately. We accept cash, EFTPOS, VISA and MasterCard. We do not accept American Express or Diners. Any consultation or service not paid for on the day may attract an additional administrative fee of $20 plus GST.

Details of fees charged can also be obtained from our Front Desk Team.
Concession rates are always at the discretion of the treating doctor and cannot be considered as a standard fee.

LANGUAGES

All staff at Dynamic Doctors Group are fluent in spoken and written English. Most of our doctors are also fluent in Afrikaans and Dr Keith Williams speaks Zulu as well. We have a staff member able to do basic translation from Chinese.
An interpreter can also be arranged free of charge for any patient that requires an interpreting service.

OUR DOCTORS

- **Dr Keith Williams** - Dr Keith Williams a well-known and respected GP that has been part of the Mandurah community since 2008. Keith is a committed full time Family Doctor with wide interests including *Child Health*, *Urology* and *Geriatric Medicine*. Keith has a proven track record of availability and continuation of care in Mandurah.

- **Dr Hendrik van Rooyen -** Originally from South Africa, Dr van Rooyen relocated to Mandurah in 2006. Hendrik has a keen interest in *preventative* and *personalised healthcare* and excels in the care of *families and their children*. With more than 20 years' GP experience, Hendrik is confident in dealing with all aspects of General Medicine, including *Mental Health*, *Skin Health* and *Women's Health*. He has had extensive further training and experience in the management of *Laparoscopic Gastric Banding* patients, including *adjustments*.

- **Dr Mirna Williams** - Dr. Mirna Williams is a well known female doctor that has been practicing in Mandurah since 2008. She has completed a diploma in *Skin Medicine* as well as *Occupational Medicine*. Mirna enjoys working in all aspects of Family practice with a special interest in *Child Health*, *Skin Cancer*, *Mental Health* and *Woman's health*.

- **Dr Celeste Trichardt -** Dr Celeste Trichardt had been practising as a GP in Secret Harbour for 7 years prior to joining. Celeste is passionate about being a GP and is known for treating all her patients with respect and kindness. She has a special interest in children's and women's health, and asthma. Celeste is also a trained Youth Friendly Doctor. Celeste loves the Aussie beach life, but she admits to still being baffled by footy!

- **Dr Gerrit Burger -** has extensive experience in Family Medicine. He has practiced for 27 years as a Family Physician, GP Obstetrician and GP Anesthetist in a large private practice in South Africa.Gerrit relocated to Australia in 2013 and practiced at Rockingham Medical Center until 2016, whereafter he practiced in various GP – locum positions .Gerrit is passionate about all aspects of GP Medicine.

- **Dr Rhiannon Laird** - Dr Rhiannon Laird has been a Peel local for the better part of 15 years. She completed her Bachelor of Medicine and Surgery at The University of Western Australia followed by a period working at Royal Perth Hospital, Armadale Health Service and Rockingham General Hospital. Dr Laird has an interest in Women's Health and Paediatrics, as well as Diving and Aviation Medicine. Rhiannon lives locally in Mandurah with her husband and young son. She enjoys travelling, camping, cooking and spending time with family and friends."

- **Dr Emma Marshall** – Dr Emma was born was born in the UK and completed her MBChB at the University of Dundee, Scotland. She emigrated to Australia in 2010 settling in Perth, Western Australia, having done a stint here as a teenager. After completing her GP training and owning her own Practice in Broome for 10 years, she relocated to the Peel region in 2022, with her husband and 3 children. Her areas of specialty include ADHD, Mental Health, Child Health, and Women's Health. Dr Emma was selected in the first cohort of GP's in Western Australia to be able to diagnose and treat ADHD under a new State Government initiative.

- **Dr Kirsty Schippers** - Dr Kirsty was born in the UK and completed her MBChB at the University of Liverpool, England. She worked as a GP in the UK before migrating to Western Australia in 2023 with her husband and two dogs. She worked in Rockingham before relocating to the Peel region. She enjoys the outdoor lifestyle and beautiful beaches Western Australia has to offer, spending time walking, kayaking and swimming. Dr Kirsty enjoys all aspects of General Practice with areas of interest including Women's Health, Mental Health and Weight Management.

CHANGE IN PERSONAL INFORMATION

Should there be any change in a patient's personal details, including, but not limited to address, Medicare details, care or custody arrangements, marital status, etc, please inform our reception staff as soon as possible, to enable us to maintain accurate patient records.

PATIENTS' FEEDBACK

We welcome feedback from our patients. Please feel free to contact any of our Front Desk Team Members, or our Duty Manager at any time, either in person, by phone, by email to reception@dynamicdoctors.com.au or by completing and leaving a suggestion form in our suggestion box. All enquiries shall be treated confidentially.

COMPLAINTS

If you have a complaint about any aspect of the service you received, kindly obtain a Complaint form from the Front Desk, and return the completed form to one of our Duty Managers or our Compliance Department at compliance@dynamicdoctors.com.au . All complaints need to be in writing. Dynamic Doctors Group will reply to any complaints as soon as possible, after conducting the necessary enquiries and investigations. All complaints shall be treated confidentially.

Should you not be satisfied with the resolution of a complaint, you may contact the Health and Disability Complaints Office on 1800 813 583.

COMMUNICATION

Front Desk Team Members will forward all urgent phone calls to our nursing staff for triage purposes. Non urgent calls are dealt with by our Front Desk Team. Doctors will not generally take calls when consulting. If you wish to speak to any doctor, the Front Desk Team Member will leave a message for the particular doctor who may then contact you at his/her earliest convenience, or leave instructions with the reception staff.

All emails are handled by management. Emails addressed to or intended for doctors will be routed to the particular doctor, who will deal with any emailed requests as with telephone messages. Patients are requested to refrain from using email for any urgent communication or to book appointments.

HEALTH INFORMATION

A patient is able to request his/her personal health information by completing and signing the required request form. Information will only be released after proper identification and approval from the patient's regular GP. An administration fee may be charged.

TEST RESULTS

The practice policy is to recall patients with any abnormal or significant test results or reports. All other results will be filed on the patient file after review by the patient's doctor. Any patient enquiries regarding results will be directed to the practice nursing staff.

PRIVACY ACT - A copy of the Privacy Act and request for access to your personal health information is available on request.