

Our privacy principles

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal information at all times and to ensure that, this information is only available to authorised staff members and will not be released without your written consent. Only de-identified data may be used for research purposes. During the accreditation process, medical records are randomly selected by a GP for quality assurance purposes. If you do not wish your records to be accessed, please inform your doctor.

Your suggestions are valuable to us

If you have any ideas, opinions to make our practice better, we would like to hear about them. You can use our suggestion box or talk directly to the doctors or our receptionist.

Your rights

If you have a complaint, please feel free to talk to your doctor or receptionist. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss it outside of the surgery, there are several options available including the Medical Registration Board, AMA or Health Care Complaints Commission.

Health & Community Services Complaints
Commissioner phone 08 82268666 or Toll free 1800
232 007- PO Box 199-Rundle Mall Adelaide SA5000



486 Salisbury Highway
Parafield Gardens SA 5107
Ph: 0432 752 078



11A Hanson Road
Woodville North SA 5012
Ph: 08 8347 0638

PRACTICE INFORMATION SHEET



WELLCARE MEDICAL CLINIC

11A Hanson Road
Woodville North SA 5012
Ph: 088347 0638 or 0403 050 636
Fax: 0883470638
After hours Locum: 13 74 25
Email: wellcaremc@gmail.com
Website: Wellcaremc.net.org.au

Opening hours:

Monday - Friday: 9.00am – 5.00pm
Saturday: 7.30am – 11.30am

In an Emergency call **000** for an ambulance

Introduction

Wellcare Medical Clinic was founded by Drs Tam Van Doan and Thanh-Tam Thi Pham. Dr Tam Van Doan passed away on 03/07/2010

Services

This is an accredited family practice and we provide a comprehensive range of services for the family from newborn, children, adults and the elderly: general health and skin cancer check up, immunisation for children/adults and travel, family planning, pap smears (cervical cancer screen), pregnancy tests, ECGs, Cryotherapy, small surgical procedures such as removal of skin lesion, repair of laceration, work cover and motor vehicle accident injuries...

We have a reminder system for regular cervical cancer screening, immunisation and reviews. If you do not want to be included, please let us know.

Doctors in the clinic

Dr Thanh-Tam Thi Pham MB.BS is a medical graduate of Saigon University in 1979 and The University of Adelaide in 1989. She has a special interest in women's health, counselling, chronic disease management, musculoskeletal problem and disease prevention. More useful medical information can be found in her website:
<http://questforhappiness.net.org.au/>

Dr Hieu Tam Doan BMBS BPharm FRACGP - graduated from Flinders University in 2011, and in the following two years completed his hospital training at Flinders Medical Centre as an intern, and as a resident medical officer at Queen Elizabeth Hospital and Women's and Children's Hospital Paediatric Emergency Department. He enjoys all facets of general practice.

Our Practice staff

Our staff Nguyen is a Vietnamese-speaking registered Nurse, Mally is Khmer-speaking RN. They are committed to providing you with the best of care. Please let us know if an interpreter is required so we can arrange Telephone Interpreter Service.

Appointments

We prefer patients to book an appointment to see a doctor of their choice and patients with emergency problems will be seen. Patients without appointments may have to wait for a long time but every patient will be seen if they are willing to wait. Every effort is made to accommodate your preferred time but emergencies will always be given priority. Longer consultations are also available on request, but without prior arrangements, doctors still spend enough time to manage each individual patient as required by the complexity of his/her medical condition.

Home visits and telephone access

Doctor can do home visits for patients only in very special circumstances when their medical condition prevents them from attending the surgery.

Telephone may interrupt consultations and inconvenience other patients and it is not possible to make a diagnosis over the phone. Our staff is happy to take a message and ask the doctor to call back when convenient. Any emergency calls will be put straight to the doctor. Telephone consultations are available when appropriate.

Patients are advised to ring up for the pathology results to make sure that they are not accidentally missed. Normal results can be given over the phone by our receptionist or nurse but for abnormal results, it is necessary to see the doctor for further discussion.

After hours arrangements

For after hour services, our clinic is covered by Home Doctor Service, an accredited after hour service. If you need home visits after hours please call our locum service:
13 74 25

Infection control policy

Please help us minimise potential spread of infection to others by reporting to the receptionist if you suspect yourself to have an infectious disease especially if you have high fever, rash and/or recent overseas travel.

Fees and billing arrangements

All patients are bulk billed if you have a current Medicare card with you except for services that are precluded from Medicare benefits such as a medical examination for the purpose of employment, life insurance, work-cover and motor vehicle accident.

Referrals/sick certificates and prescriptions

For your safety and for medico-legal reasons, you need to see a doctor for all of the above.