



## Peel Youth Medical Service

Billy Dower Youth Centre, Dower Street, Mandurah

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Facebook: [www.facebook.com/PeelYouthMedicalService](http://www.facebook.com/PeelYouthMedicalService)

**feel better ♦ be better ♦ be healthy ♦ and well**

Peel Youth Medical Service provides confidential health services in a safe non-judgmental environment with a focus on young people, aged 12 – 25 years of age.

We have a dedicated team of “youth friendly” Doctors, a Practice Nurse, a Mental Health Social Worker, a Case Manager, an Adolescent Physician and a co-located Psychologist. All our staff can assist with ongoing care, education and counselling. If you have any questions, please call our friendly reception staff.

### When We Are Open

We are open on the following days and times.

Monday	9:00am – 5:00pm
Tuesday	9:00am – 5:00pm
Wednesday	9:00am – 5:00pm
Thursday	9:00am – 5:00pm
Friday	Case Manager available by appointment

### What We Do

Peel Youth Medical Service offers:

STI Screening & Pregnancy Testing	Referral to Psychology Services
Counselling	Case Management
GP Appointments	Nurse Support
Sexual Health Education	Mental Health Social Work

### Who We Are

Doctor	Dr Rupert Backhouse
Doctor	Dr Laura Begley
Doctor	Dr Sarah Francis
Doctor	Dr Dana Luscher
Doctor	Dr Sindhu Vangapati
Practice Manager	Catherine Samuels

Practice Nurse	Louise Graham
Practice Nurse	Tracey Hammond
Mental Health Social Worker	Leanne Lange
Case Manager	Joseph Gauci
Mental Health Nurse Counsellor (A&OD)	Paul Reilly
Receptionist	Tara Hey

- ♦ Our standard GP appointment time is 20 minutes (longer appointments are available on request).
- ♦ Peel Youth Medical Service is a bulk-billing practice. All services provided are free of charge.
- ♦ If you are unable to attend your scheduled appointment, please call and let us know.

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# Other Things You Might Like To Know About Us

## Afterhours Care

*In the event of an emergency or after hours please contact Peel Health Campus on: (08) 9531 8000 or attend the Emergency Department at 110 Lakes Road, Mandurah.*

*Alternatively you can contact Health Direct on: 1800 022 222 or Dial-A-Doctor on: 1300 030 030.*

*Home Visits are provided to regular patients at the Doctors discretion (fees may apply).*

## Telephoning Your Doctor

*Most problems are best addressed during consultation with your doctor. However, a nurse is available during normal surgery hours for emergency advice over the phone. Our nurse is experienced in determining whether your matter requires an appointment, a return phone call from the practice or a direction to an emergency medical facility.*

## Test Results and Follow-Up Appointments

*If your GP has requested further investigations (eg x-rays, scans, blood tests, specialist referral) it is important you make a follow-up appointment with the GP to discuss all test results. Even if the results are negative, further investigation may be required. Please note test results are not permitted to be released over the phone in accordance with our privacy policy.*

## Your Privacy

*All patients' information collected by PYMS is private and confidential. It will not be disclosed to any other service without your written consent (the only exceptions are noted in the Confidentiality Agreement). A full copy of the Privacy Policy can be obtained from reception staff.*

## How to Provide Feedback

*Please feel free to make any suggestions to us in the Suggestion Box located in the reception area. If there is something we are not doing well at, or you would like to make a complaint we encourage you to write to us, so that we can address your concerns.*

*If you are not satisfied with the way we have addressed your complaint, or the complaint is serious, you can contact the health care ombudsman in WA.*

*Health and Disability Services Complaints Free call™ 1800 813 583*

## Visit our Facebook Page!

<https://www.facebook.com/PeelYouthMedicalService/>

