



BANKSIA MEDICAL & HEALTH

PROVIDING COMPREHENSIVE HEALTH CARE IN ESPERANCE

OUR PRACTITIONERS

DR GRAHAM JACOBS

MBBS FRACGP FACRRM
PRACTICE OWNER
FULL-TIME MALE GP
SINCE 1979

DR AIDAN HENDRY

FACRRM. MD ADVANCED OBS
FULL-TIME MALE GP
SINCE 2021

DR KANE DELLA VEDOVA

MBBS IBLM. CERT EM.
PART-TIME MALE REGISTRAR
SINCE 2020

MAGDALENE SNG

REGISTERED PSYCHOLOGIST
PART-TIME FEMALE
SINCE 2021

NICHOLAS CRANE

EXERCISE PHYSIOLOGIST
PART-TIME MALE

PRACTICE INFORMATION

UPDATED
AUG 2023

OPEN HOURS

WEEKDAYS 8:30AM - 5PM

SATURDAYS 9AM - 12PM

UNLESS OTHERWISE ADVERTISED

PHONE: 9071 1511

PLEASE NOTE OUR PHONES ARE
TURNED OFF AT LUNCHTIME
FROM 12:30PM - 1:30PM

3/2 JAMES ST, NEAR THE RSL PARK
IN THE HEART OF TOWN

AFTER-HOURS SERVICES

ALL MEDICAL EMERGENCIES PH: 000

ESPERANCE HOSPITAL PH: 9079 8000
HICK ST. ESPERANCE

HEALTHDIRECT 24/7 HOTLINE 1800 022 222

CONTACT

3/2 James St
Esperance WA 6450

PHONE: 08 90711511

www.banksiamedical.com.au
facebook.com/banksiamedical
instagram.com/banksiamedical



SERVICES WE PROVIDE:

PREVENTATIVE HEALTH CARE
INDUSTRIAL HEALTH & MEDICALS
ADVANCED SKIN PROCEDURES
WIDE RANGE OF SURGICAL PROCEDURES
ADVANCED OBSTETRIC CARE
MEDICINAL CANNABIS PRESCRIBING
CHRONIC DISEASE MANAGEMENT & MORE!

FEES & PAYMENTS

BANKSIA MEDICAL IS A PRIVATE PRACTICE, THERE MAY BE OUT-OF-POCKET COSTS ASSOCIATED WITH YOUR CARE.

BILLING IS AT THE DISCRETION OF THE TREATING PRACTITIONER AND PAYMENT ON THE DAY IS PREFERRED.

LATE PAYMENT FEES AND DEBT COLLECTION MAY APPLY FOR OUTSTANDING ACCOUNTS.

COMMUNICATION

OUR EMAILS AND FAXES ARE CHECKED REGULARLY THROUGHOUT THE WORKING DAY. SOMETIMES OUR PHONE LINES GET FULL SO EMAIL CAN BE AN ALTERNATIVE WAY TO CONTACT OUR OFFICE

RECEPTION@BANKSIAMEDICAL.COM.AU

PRIVACY & CONFIDENTIALITY

WE TAKE PRIVACY AND CONFIDENTIALITY SERIOUSLY.

A COPY OF OUR PRIVACY STATEMENT IS DISPLAYED IN OUR WAITING ROOM AND IS ALSO AVAILABLE ON OUR WEBSITE.



RESULTS

ALL RESULTS MUST BE REVIEWED BY A DOCTOR PRIOR TO BEING GIVEN TO A PATIENT. SOMETIMES YOUR DOCTOR WILL WANT YOU TO COME BACK TO DISCUSS RESULTS AND POTENTIAL FOLLOW-UP IN PERSON. OUR TEAM WILL MAKE MULTIPLE ATTEMPTS TO CONTACT YOU TO MAKE A BOOKING.

GENERALLY NO NEWS IS GOOD NEWS, BUT PLEASE FEEL FREE TO CALL US IF YOU HAVE ANY CONCERNS.

SCRIPTS & REFERRALS

REQUESTS FOR REPEAT SCRIPTS CAN BE MADE IN PERSON AT RECEPTION, BY EMAIL OR THROUGH HOTDOC

REPEAT REFERRALS MUST BE WRITTEN IN A CONSULT WITH YOUR DOCTOR.

APPOINTMENTS

APPOINTMENTS CAN BE BOOKED OVER THE PHONE, FROM OUR WEBSITE OR THROUGH THE HOTDOC APP.

AUTOMATED TEXT MESSAGE REMINDERS ARE GENERALLY SENT OUT 24HRS BEFORE YOUR APPOINTMENT, HOWEVER IT IS THE PATIENT'S RESPONSIBILITY TO MANAGE THEIR BOOKINGS.

FAILURE TO ATTEND AN APPOINTMENT MAY INCUR A NON-ATTENDANCE FEE OF UP TO 100% OF THE COST OF YOUR VISIT.

PREGNANCY TERMINATIONS & VAD STATEMENT

BANKSIA MEDICAL BELIEVES THAT ALL LIFE IS PRECIOUS AND DOES NOT PARTICIPATE IN PREGNANCY TERMINATIONS OR VOLUNTARY ASSISTED DYING. IF YOU WOULD LIKE TO DISCUSS THESE PROCEDURES, TO AVOID ANY OFFENCE WE RECOMMEND BOOKING AN APPOINTMENT AT ANOTHER MEDICAL CENTRE. COPIES OF THESE STATEMENTS ARE AVAILABLE ON OUR WEBSITE.

SUGGESTIONS & FEEDBACK

WE VALUE YOUR FEEDBACK! IF YOU HAVE SUGGESTIONS ON HOW WE CAN IMPROVE OR IF YOU WERE UNHAPPY WITH THE SERVICE YOU RECEIVED PLEASE EMAIL THE DETAILS TO MANAGER@BANKSIAMEDICAL.COM.AU OR YOU CAN CONTACT THE HEALTH & DISABILITY SERVICES COMPLAINTS OFFICE (HADSCO) VIA PH: 65517600