Welcome to Central City Medical Centre. We have been providing first class GP medical services to the people of Perth for over 25 years.  
  
Booking your appointment correctly can save unnecessary waiting and stress. To ensure you receive quality service in a timely manner please read the following information below.  
  
We are open 7 days a week and offer a wide range of services for family health, corporate health and aesthetics. To view our full range of services please click [here.](http://www.ccmc.net.au/#!gp-services/c1ta8)  
  
On behalf of all the staff at Central City Medical Centre we welcome you to our practice

www.ccmc.net.au

How long of an appointment do I need?

If you have more than one issue to discuss or would like a procedure, please advise us at the time of making your booking.  Our reception team will arrange a longer consultation so that more time will be made available for you. You will only be charged for the time taken, whether it is less or more than the time booked in. Please advise your doctor of ALL the issues you wish to discuss at the start of the consultation.  
  
If your appointment is related to workers compensation, workplace medical screening, drug testing, immunisation or insurance claims please call us as some of these appointments will require an extra long appointment, particular paperwork or nurse assistance.  
  
Please read more about our other services [here](http://www.ccmc.net.au/#!medicals/cy8z)  
  
Standard appointment: Routine care,prescriptions, preventive care, routine chronic care, referral letters to new specialists  
Long appointment: Excisions, pap smears, complex conditions  
Extra long appointment: Full medical check-ups, health assessments, counselling, patient’s carer or translator is present.

Is my online appointment booking correct?

Booking an online appointment will allocate you a standard appointment time only. If you believe you require a longer appointment please call us ASAP so that our reception team can schedule your appointment accordingly.  
  
Why did I receive an SMS after booking my appointment?

We will SMS you an important link which will prompt you to enter your details in our system to establish your medical file.  If you do not enter your details via our SMS link you will need to arrive 15 minutes prior to your appointment time so that we can create your medical file for you. Without these details our doctors cannot see you and this will delay the checking-in process.

Why do I need to arrive 15 minutes early?

We ask all new patients to arrive 15 minutes prior to your appointment so that we can establish your medical file. The doctor will need your file completed prior to your consultation in order to record your medical notes. Upon arrival you will be asked to fill out your personal details on our computer system and settle your account prior to seeing the doctor. If you have already sent your details via our SMS system you do not have to establish your file prior to your appointment.

What should I bring to my appointment?

Bring any x-rays, pathology results or medical reports that you think might be relevant to the consultation. It is important to also bring your Medicare card to receive your rebates after your consultation.

Where are you located?

We are located on the concourse level of the Perth City Train Station at Shop 14/378 Wellington Street (Corner Barrack St).  
Our location offers you absolute convenience whether you choose to drive in or catch public transport. Apart from catching a train, all CAT bus services stop at the Perth City Train Station and there is ample parking available at CPP Parking which is located above our clinic. To view our map please click [here](http://www.ccmc.net.au/#!contact/c24vq)

What are your billing arrangements?

Payment is required at the time of the consultation. For your convenience we accept cash, eftpos, credit card, Diners and AMEX payments. We can arrange your Medicare rebate for you after your appointment providing you have a valid Medicare card and an Eftpos card with you on the day of your appointment. Please note as we are a private practice we do not offer bulk billing.   
To view our pricing list please click [here](http://www.ccmc.net.au/#!faq/c18zo)

What if I cancel my appointment last minute or don’t attend?

We understand that due to sickness, work commitments and other circumstances out of your control that you may need to cancel or reschedule your appointment. Our appointments are limited and in high demand and we'd like to offer these available appointments to our other patients.  
By booking an appointment with Central City Medical Centre, you agree to the following cancellation policy:

* You may cancel or reschedule your appointment without charge at any time 2 hours before your appointment.
* If you do not call to cancel your appointment or do not show up for your scheduled appointment, you may be charged a failure to attend fee. This fee cannot be reclaimed by Medicare.

Can I request an S8 script if I am a new patient?

We do not prescribe S8 medications to new patients. If you are currently already on these we will need to check with your previous prescribing doctor before issuing further prescriptions.

Can I just call to request a script and not see a doctor?

Only existing patients may request a prescription from their doctor without being seen. Your doctor will then review your notes to assess whether this is appropriate and either issue the prescription or request that you make an appointment accordingly. In some instances with certain prescriptions your doctor is unable to reissue your script without seeing you if your last visit was more than 3 month ago. A script re issue fee of $30 will apply.

Why must I come in for a follow up appointment?

Results are confidential and cannot be given over the phone. You must book an appointment in order for us to give out the results of your test/s. This is to ensure the accurate results are given to the right patient by a professional medical staff member.

I give permission for your reception staff to tell me my results over the phone, why wont they?

Test results cannot be given by our reception team. Please note that our receptionists do not have medical training and cannot access your medical file. Only the clinical team have access to your results. If you require guidance with your health concerns please ask to speak to one of our nurses. If your results require a follow up appointment we will txt you or call you.

I am a new patient. Can you please arrange a transfer of my medical records to Central City Medical Centre on my behalf?

Yes this can be arranged – please ask reception for the necessary form.

Will my doctor run on time?

We aim to keep our waiting times at an absolute minimum at all times. Our friendly reception team will call you or advise you of delayed waiting times.  From time to time there may be an emergency patient who needs to see a doctor immediately. This may cause delays to existing appointments.  Please be understanding in these instances – you may need this service one day yourself. If you have been kept waiting more than half an hour after your appointment time please check back in with reception.

Can my partner/child also speak to the doctor during my appointment?

Please schedule an appointment for each person who needs to be seen. To ensure appropriate medical attention is given during consultation and to keep our waiting times to a minimum we have our doctors follow a schedule and cannot “squeeze” in patients within one consultation.

More questions?

Please call our friendly reception team on 08 9225 1188