



HEALTH FIRST
MEDICAL GROUP

Allied Health

Mrs. Kym Ellis - Podiatrist

Fee Schedules

If you have Private Health Insurance, online claiming through HICAPS is available.

- New Patient Consultation - \$75.00
- Review Consultation - \$65.00

Also accepting EPC Referrals.

Enhanced Primary Care (EPC Referrals):
\$62.95 with a rebate of \$52.95

Appointments

Standard consultations are 10-15 minute appointments.

If you require a longer appointment with your General Practitioner, please advise reception staff when making your appointment.

For cancellations we require adequate notice if you are unable to make your appointment. A cancellation fee may apply for non attendances.

Online appointments can be made through our website at:

www.healthfirstballarat.com.au



HEALTH FIRST
MEDICAL GROUP

Privacy

All patient information is stored securely according to the Privacy Act. Patient information will only be released with your expressed consent.

A copy of our Privacy Policy is available at the clinic.

From time to time this practice participates in non-identifying research projects, if you do not wish the practice to use any of your information, please discuss this with your doctor.

Providing Feedback

We encourage patients to provide any feedback. We will always endeavour to resolve any complaints directly. Please feel free to talk to your General Practitioner or any of our staff.

We also provide a suggestion box located in the waiting room. We value your feedback. With recent patient feedback we have made improvements to benefit our patients with providing a Water cooler, Children's books, Hooks in the toilet & numbering system for Pathology.

We take your concerns, suggestions and complaints seriously. However, if you feel we have not handled your complaint in appropriate manner and wish someone to mediate on your behalf you can contact:

Health Complaints Commission

The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

Fill out a complaint form online at www.hcc.vic.gov.au or Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.



HEALTH FIRST
MEDICAL GROUP

Dr Paul Tuohey

Dr Paul Smith

Dr Samantha Culvenor

Dr Sally McAleese

Dr Matthew Pilkington

Dr Eli Cowling

Dr Geoffrey Chen

Dr Natalie Mendis

Allied Health

Mrs. Kym Ellis - Podiatrist

Opening Hours

Monday, Wednesday & Friday: 8:30am – 5:30pm

Tuesday: 8:30am – 7:00pm

Thursday: 8:30am – 7:00pm

Saturday: 9:00am – 12:00pm

After hours please call: 1800 022 222

Level 1, 12 Doveton Street South,
Ballarat Victoria 3350

Phone: (03) 5331 4341

Fax: (03) 5331 4275

Email: Reception@healthfirstballarat.com.au

Website: www.healthfirstballarat.com.au

Home Visits

Home visits can be arranged with your individual doctor if your condition prevents you from attending the surgery. We encourage patients to attend the Practice to allow doctors access to a greater range of medical equipment for your care.

Test Results

After reviewing test results, your general practitioner will advise reception staff of the action required.

If the results is within the normal range, no further action is required.

If your General Practitioner wishes to discuss the result, you will be asked to make a follow-up appointment or you will be put through to speak with them if available.

Your General Practitioner will contact you directly if your result indicates something is urgent.

Prescriptions

We encourage patients to request all of their prescriptions during their consultation.

Telephone requests for repeat prescriptions incur a \$10.00 charge on collection; or you can briefly see the doctor to collect your script and be bulk billed.

Phone Calls

At times, your General Practitioner may be attending to other patients and may need to return your call.

Please inform our reception staff if your call is urgent.



Monday to Friday
8:30am – 12:30pm

Nurse

- GP Management Plans for chronic disease/conditions
- 45-49 & 75 Year Old Health Assessments
- 4 Year old Healthy Kids Assessments
- ATSI Health Assessments
- Childhood Immunisations
- Travel Vaccinations
- Flu/Pneumovax Vaccinations
- Ear irrigation
- Diabetes reviews
- Wound Care & Dressings
- Home Medication Reviews
- INR Testing
- ECG's
- Spirometry's

Minor Procedures

- Removal of skin cancers, warts and other skin lesions
- Mirena insertions and removals
- Implanon insertions and removal
- Wedge resection for ingrown toe nails.

Theatre Procedures

These are mostly done in our minor procedure room using local anesthetic. Most procedures are sent to pathology for analysis.

You may receive a bill from pathology claimable from Medicare.

All Theatre Procedures will occur a theatre/sterilization fee of \$70.00 or \$45.00 Mirena Insertion Fee.

**This is required to be paid at the time of the procedure.
This fee is not reimbursed by Medicare.**

Travel Clinic

Travel Consultations are intended to minimise potential health risks for your trip. Health First offer a personalised Travel Health Consultation delivered by staff that are experienced and understand travellers needs.

We Cater for:

- Adventure travellers/Backpackers
- Families
- Groups – Sporting/Special Interest
- Corporate/Business Travellers
- First Time Travellers

As part of your personalised Travel Consultation we provider travellers with:

- An up-to date Travel Health Report
- Personalised vaccination booklets
- Reminders for booster immunisations
- On-Site vaccinations

Health First Medical Group is an accredited **Yellow Fever** provider and registered **Q Fever** Provider.

Fee Schedules

We are a private clinic, payment on the day is required. We can submit your paid account online to Medicare for claiming and refund. Fees vary according to the complexity of service or if a procedure is performed.

Children Under 16years old, Pensioners and Veterans' Affairs card holders are Bulk Billed.

Standard Consultation

Fee: \$77.00 – Gap: \$39.40

Medicare Rebate: \$37.60

Long Consultation

Fee: \$111.00 – Gap: \$38.20

Medicare Rebate: \$72.80

Extended Consultation

Fee: \$145.50 – Gap: \$38.35

Medicare Rebate: \$107.15