

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 VIA THE HOT DOC APP OR THROUGH THE WEBSITE.

SATURDAY APPOINTMENT

Saturday morning clinics will incur a private fee for ALL patients including pensioners and children. To book these appointments, please call reception.

TELEHEALTH APPOINTMENTS

Telehealth appointments are still available for all patients that have been seen in-person at the clinic within 12 months. Private fees apply to all telehealth appointments excluding under 16 or over 65 years old with a pension card.

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.

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 Sarah Bothe

Dr Caitlin Webb

Dr Leeton Hocking

Dr Mahmoud Youssef

OPENING HOURS:

Monday – Friday: 8:30am – 5:30pm

Saturday: 9:00am – 12:00pm

After hours: 1800 022 222

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



Monday to Friday
9:00am – 12:30pm

FEE SCHEDULE

Health First Medical Group is 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.

STANDARD CONSULTATION/TELEHEALTH

Fee: \$84.00 – Gap: \$44.90

Medicare Rebate: \$39.10

LONG CONSULTATION

Fee: \$130.00 – Gap: \$54.25

Medicare Rebate: \$75.75

EXTENDED CONSULTATION

Fee: \$200.00 – Gap: \$89.50

Medicare Rebate: \$110.50

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

TEST RESULTS

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

If the results are 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 their prescriptions during their consultation. Some of our Doctors currently have Bulk billing Telehealth prescription appointments available each day, where the Doctor will call you and send your script to a pharmacy, if these are unavailable telephone requests for repeat prescriptions will incur the following fees:

< 24-hour notice: \$20.00

> 24-hour notice: \$15.00

NURSE APPOINTMENTS

- GP Management Plans for Chronic Conditions
- 45-49 Health Assessments - Inc. ATSI
- 75+ Year Old Health Assessments
- Childhood Immunisation including 6-week checks
- Travel & Private Vaccinations
- Ear irrigations
- 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
- Punch Biopsies
- 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 theatre/sterilization fee of \$100.00.

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.