



**HEALTH FIRST**  
MEDICAL GROUP

Dr Sarah Bothe

Dr Nick Bredenkamp

Dr Samantha Culvenor

Dr Emma Goodwin

Dr Asley Hayes

Dr Leeton Hocking

Dr Jane Lee

Dr Rei Ka Lim

Dr Jenny Lou

Dr Sally McAleese

Dr Naomi Nuridin

Dr Matthew Pilkington

Dr Paul Smith

Dr Paul Tuohey

Dr Mahmoud Youssef

#### OPENING HOURS:

Mon to Fri: 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](mailto:Reception@healthfirstballarat.com.au)

Website: [www.healthfirstballarat.com.au](http://www.healthfirstballarat.com.au)



Monday to Friday

8.30am – 12:30pm

Phone: 1300 453 688

## APPOINTMENTS

Standard consultations are 10–15-minute appointments. If you require longer with your General Practitioner, please advise reception staff when making your appointment.

For cancellations, we require adequate notice if you are unable to attend the appointment. A cancellation fee may apply for non-attendances.

*ONLINE APPOINTMENTS can be booked via the  
HOTDOC App or through our WEBSITE;  
[www.healthfirstballarat.com.au](http://www.healthfirstballarat.com.au).*



## SATURDAY CLINIC

The Practice is open for consultations each Saturday morning between 9am and 12pm.

**ALL** patients attending Saturday morning clinics will incur a private out-of-pocket fee; this includes pensioners and children.

To book an appointment, please call reception.

## TELEHEALTH APPOINTMENTS

Telehealth consultation appointments are available for patients who have been seen in-person at the clinic within the previous 12 months. Private out-of-pocket fees apply to all telehealth appointments, excluding under 16's and over 65-year-old patients 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.

## 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

Note: We bulk bill services for children under 16 years, pensioners over 65 years and Department of Veterans' Affairs gold card holders.

## TEST RESULTS

Patients referred for tests, are asked to call the practice after your test to check the result.

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

If the results are within the normal range, you will be advised no further action is required.

If your doctor wishes to discuss your result, you will be asked to make a follow-up appointment.

If your result indicates something is urgent or is required to be discussed promptly, you will be contacted directly by your doctor.

*Note: Most results require at least 48hrs to be returned.*

## PRESCRIPTIONS

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

Telephone requests for repeat prescriptions will incur the following fees:

- < 24-hour notice: \$20.00
- > 24-hour notice: \$15.00

Telehealth appointments are available each day for repeat prescriptions. Your doctor may call you for a brief consultation to discuss your prescriptions. These are not to be used for regular consultations.

## NURSE APPOINTMENTS

- GP Management Plans for Chronic Conditions
- 45-49 Health Assessments - Inc. ATSI
- 75+ Year Old Health Assessments
- Childhood Immunisation including 6-wk checks
- Travel & Private Vaccinations
- Ear Irrigations
- Diabetes Reviews
- Wound Care & Dressings
- Home Medication Reviews
- INR Testing
- ECG's
- Iron Injections

## MINOR PROCEDURES

- Removal of skin cancers, warts & other lesions
- Punch Biopsies
- Mirena insertions and removals
- Implanon insertions and removals
- Wedge resection for ingrown toenails

## THEATRE PROCEDURES

Theatre procedures are mostly done in our minor procedure room using local anesthetic.

A majority of these are sent to pathology for analysis. You may receive a bill from pathology claimable from Medicare.

All Theatre Procedures occur an out-of-pocket theatre and sterilisation fee of \$100.00.

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

## TRAVEL CONSULTATIONS

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.*

## BALLARAT MUM & BABIES CLINIC

Dr Naomi Nuridin provides support around pregnancy, birth & parenting through a Mums & Babies Clinic each Monday & Thursday.

## 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 or via our website.

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 value your feedback and 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 patient *Suggestion Box*, located in our Waiting Rooms.

With recent patient feedback provided by you, we've made the following improvements to benefit our patients – providing a water cooler, hooks in the patient toilets and an allocated numbering system for Pathology.

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

### **HEALTH COMPLAINTS COMMISSION**

The Health Complaints Commission (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](http://www.hcc.vic.gov.au) or phone - 1300 582 113

between 9am and 5pm, Monday to Friday.