

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 AUTOMED on the AMSConect App or through our WEBSITE; 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 or book online via AUTOMED.

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 telehealth appointments.

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 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 or phone - 1300 582 113 between 9am and 5pm, Monday to Friday.

Updated: August 2023



**Dr Sarah Bothe
Bredenkamp**

**Dr Samantha Culvenor
Goodwin**

Dr Ashley Hayes

Dr Rei Ka Lim

**Dr Sally McAleese
Memon**

**Dr Naomi Nuridin
Peters**

Dr Matthew Pilkington

**Dr Paul Tuohey
Youssef**

Dr Nick

Dr Emma

Dr Leeton Hocking

Dr Jenny Lou

Dr Vid

Dr Priscilla

Dr Paul Smith

Dr Mahmoud

OPENING HOURS:

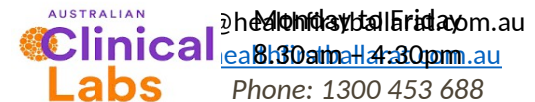
Mon to Fri: 8:30am – 5:30pm

Saturday: 9:00am – 12:00pm

12 Doveton Street South
Ballarat, Victoria 3350



For afterhours service please call Practice.



FEE SCHEDULE

Health First Medical Group is a private clinic, payment on the day is required. We can submit your paid account online to Medicare for claiming.

Fees vary according to the complexity of service or if a procedure is performed.

All Health First Doctors operate independently and bill at their own discretion.

Practice recommended fees are as follows:

STANDARD CONSULTATION/TELEHEALTH

Fee: \$96.20

- Gap: \$55.00 / Medicare Rebate: \$41.20

LONG CONSULTATION

Fee: \$160.00

- Gap: \$80.30/ Medicare Rebate: \$79.70

EXTENDED CONSULTATION

Fee: \$240.00

- Gap: \$122.60 / Medicare Rebate: \$117.40

Note: Services for children under 16 years, pensioners over 65 years and Department of Veterans' Affairs gold/white card holders may be bulk billed by their individual doctor.

TEST RESULTS

After reviewing your test results, you will receive an SMS with instruction from your Doctor. Patients with no mobile will be contacted if further action is needed.

If your result indicates something is urgent or is required to be discussed promptly, you will be contacted by SMS and reception.

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

PRESCRIPTIONS

We encourage patients to request all 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 & 6-week checks.
- Travel & Private Vaccinations
- Diabetes Reviews
- Wound Care & Dressings
- Home Medication Reviews
- INR Testing
- ECG's
- Iron Infusions
- Holter Monitors
- Spirometry
- Ear Irrigations

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 \$150.00.

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 traveller's needs. Private fees apply.

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.*