



PIONEER HEALTH ALBANY

SERVING OUR COMMUNITY & HEALTH CARE NEEDS

information



BOOK APPOINTMENTS ONLINE Now even easier!

- 24 hours a day
- 7 days a week
- No waiting on hold
- Choose from available options

Go to our website
pioneerhealth.com.au
and click on the link.

pioneerhealth.com.au



Family Health

Our doctors and nurses provide a comprehensive range of family health services.

A few of our family health care services include: obstetric services, child health checks, immunisations, diabetes risk assessments, travel vaccinations, mental health support, indigenous health, nursing home visits, chronic disease management, women's health, skin checks, sports injury management and exercise advice.



Employment Health

At Pioneer Health Albany our team understands your employment health needs. We know that you want to get in, be seen and get it sorted quickly.

Some of our employment health services include: pre-employment medicals, workers compensation, drivers and dangerous goods medicals, aviation medicals, insurance and car racing medicals, skippers medicals, jockey medicals, day care and skill hire medicals and much more.

**We bulk bill all
children under
16 years**

Pioneer Health: 9842 2822

Monday – Thursday 8am - 8pm • Friday 8am - 5pm • We are closed public holidays, Saturdays and Sundays

meet our doctors



Dr David Tadj
PRACTICE PRINCIPAL



Dr James Turner
PRACTICE PRINCIPAL



Dr Andrew Knight



Dr Carly Roxburgh



Dr Airell Hodgkinson



Dr Tania Botha



Dr Don Gunning



**Dr Christine
Oosterhuis**



Dr Nyi Zaw



Dr John Rowlands



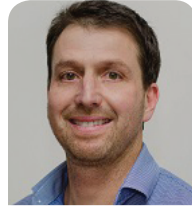
Dr Nigel Baker



Dr Jolmer Smit



**Dr Christel
Smit-Kolmer**



Dr Will Macdonald



**Dr Keerthana
Muthurangan**



Dr James Teh



Dr Yen Lo



**Dr Georgina
Stevenson**



Dr Richie Graham



Dr Sourabh Joshi



Pioneer Health Albany
is committed to quality
improvement and is an
accredited Practice with
Australian General Practice
Accreditation Limited



Kerri Lockhart
DIABETES EDUCATOR



Jeni Anning
GENERAL MANAGER



Megan Downes
PRACTICE NURSE MANAGER

CONSULTATION IS BY APPOINTMENT

Patients are welcome to see the doctor of their choice and every effort will be made to provide you with your preferred time. However, if your doctor is unavailable, you will be offered an appointment with another doctor within the practice.

LONG APPOINTMENTS

If you have multiple concerns or a complex health issue please book a long appointment with reception. Booking a longer appointment assures your doctor runs on time.

UNATTENDED APPOINTMENTS

There may be a charge to the patient for unattended appointments without notice. You will be informed in writing and made aware if a charge is incurred.

FEES AND BILLING AGREEMENTS

We are a Private Billing practice and do not routinely bulk bill. Payment is required at the end of each consult. A Medicare rebate is issued immediately with full payment. We accept cash, cheque, EFTPOS or credit card. Any additional charges to your treatment will be explained by your doctor.

ADDITIONAL FEES

Procedural Facility Fee covers nurse costs, consumables, instrument sterilizing and room use for minor procedures performed at Pioneer Health Albany.

Nurse Fee may be charged to cover bandages, vaccinations, ECG, ear syringing or other nurse only visits.

Surgeons Fee is an out of pocket private fee that is charged depending on the complexity of a procedure performed at Pioneer Health Albany

REFERRALS

Where possible, referral letters should be requested during a consultation. Standard consultation fees will apply.

FEEDBACK/COMPLAINTS

We provide patients with the opportunity to provide compliments, complaints or suggestions either directly to our management team or the suggestion box in reception. If you are not satisfied with our response to your concerns the Health and Disability Services Complaints Office provides a free impartial service ph: 1800 813 583.

New to Pioneer Health

Pioneer Health is excited to be able to offer the following:

Phototherapy

Phototherapy (UVB therapy) is a safe, effective and convenient treatment for skin conditions such as psoriasis and eczema.



ABI (Ankle Brachial Index)

The ankle-brachial index test is a quick, non-invasive way to check your risk of peripheral artery disease (PAD - a condition in which the arteries in your legs or arms are narrowed or blocked).



Please contact Pioneer Health reception for more information regarding appointments and costs for either of these procedures.

Results

Pioneer Health uses the following notification system:

URGENT RESULTS

we will contact you via phone call.

DISCUSS RESULTS

you will receive an SMS requesting a NON URGENT appointment.

If you do not have a mobile number we will contact you by phone or letter.

PATIENT REMINDER SYSTEM

Pioneer Health advocates preventative health and may recall you for routine screens and tests. If you do not want to be part of this system please inform reception. If any tests or investigations are abnormal we are obliged to contact you for recall purposes.

REPEAT PRESCRIPTIONS

Where possible, scripts and letters should be requested during a consultation. You may make a short script-only appointment which is bulk billed. Alternatively, you can request these online at www.ozdocsonline.com.au/practices/pioneer-health. Please allow 3 working days and you will be contacted when your request is complete.

Meet our Managers and Staff

PRACTICE GENERAL MANAGER

Jeni Anning

PRACTICE NURSES

Rianan Simpson
Jennifer McGonnell
Nicola Chambers
Allison Bell
Corinne Cameron

Bonnie Dewar
Amanda Burking
Loren Humphries
Georgia O'Keefe
Tamara North

PRACTICE NURSE MANAGER

Megan Downes

ADMINISTRATION STAFF

Tracey Robinson
Natalie Brooks
Megan Baker
Wendy Carman
Kerry Sycamore
Sally Greer

Melanie West
Melanie Barrowcliff
Tanya Staude
Romy Stoner
Jasmine Gardiner
Jessica Bassett

OUR SERVICES

- **Practice Nurse** Childhood immunisation, ECG, spirometry, INR testing, patient education, chronic disease management, wound management, antenatal care.
- **Nursing home and aged care hostel visits.**
- **Medicals** pre-employment, aviation, immigration, dive.
- **Minor surgery**
- **Skin cancer checks**
- **Corporate health services**
- **Family planning services**
- **Vaccination** Childhood, travel vaccination (including Yellow Fever and Q Fever)
- **Interpreter service**
Available for non-English speaking patients
- **Referral services**
Some potential out-of-pocket expenses may be incurred for referred services.
Some examples of services include x-ray, ultrasound, MRI, physiotherapy and podiatry.

OUR CLINICS

- Immunisation clinics
- Aboriginal health clinics
- Cervical screening clinics
- Skin check clinics
- UVB clinics
- Wound clinics
- Iron infusion clinics
- Antenatal clinics

ON SITE

Dentist, pathology services, sleep clinic and pharmacy facilities.

ALBANY Skin Clinic



9892 0470

Albany Skin Clinic provides regular skin check clinics run by our doctors who have a special interest in skin and dermatology. Please phone the Albany Skin Clinic to make an appointment.

FEES

	Appointment Type	Consult Payment	Less Your Medicare Rebate	Your Final Out of Pocket Cost
Kids under 16 years	Standard Long	\$00.00 \$00.00		\$00.00 \$00.00
Regular Patient	Standard Long	\$85.50 \$122.50	\$37.60 \$72.80	\$47.90 \$49.70
Aged Pensioner	Standard Long	\$72.00 \$107.50	\$37.60 \$72.80	\$34.40 \$34.70
Health Care Card	Standard Long	\$72.00 \$107.50	\$37.60 \$72.80	\$34.40 \$34.70

EMERGENCY After Hours Contact

IN AN EMERGENCY CALL 000 FOR AN AMBULANCE

If you need urgent treatment outside our normal practice hours go to Albany Health Campus or telephone Health Direct Australia which is a FREE* 24-hour telephone health advice line staffed by Registered Nurses to provide expert health advice 1800 022 222.

*Call cost applies

www.pioneerhealth.com.au

Telephone: 08 9842 2822 • Facsimile: 08 9842 8219 • email: admin@pioneerhealth.com.au • 2 Pioneer Road, Centennial Park 6330 WA

