



# 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

Download the Appointuit App or go to our website [www.pioneerhealth.com.au](http://www.pioneerhealth.com.au) and click on the link.



### 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 Jessica Millman**



**Dr Keerthana  
Muthurangan**



**Dr James Teh**



**Dr Yen Lo**



**Jeni Anning**  
GENERAL MANAGER



**Megan Downes**  
PRACTICE NURSE MANAGER



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

## 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](http://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

Bonnie Dewar  
Amanda Burking  
Loren Humphries

## PRACTICE NURSE MANAGER

Megan Downes

## ADMINISTRATION STAFF

Wendy Carman  
Natalie Brooks  
Kerry Sycamore  
Megan Baker  
Sally Greer

Tracey Robinson  
Jessica Bassett  
Rachel Michael  
Tanya Staude

## 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.
- **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**
- **Pap smear clinics**
- **Skin check clinics**
- **UVB 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	\$00.00		\$00.00
	Long	\$00.00		\$00.00
Regular Patient	Standard	\$83.00	\$37.05	\$45.95
	Long	\$118.50	\$71.70	\$46.80
Aged Pensioner	Standard	\$69.00	\$37.05	\$31.95
	Long	\$104.00	\$71.70	\$32.30
Health Care Card	Standard	\$72.00	\$37.05	\$34.95
	Long	\$106.50	\$71.70	\$34.80

## 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](http://www.pioneerhealth.com.au)

