

information



Family Health

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

Our family health care services include: obstetric services, lactation consultations, 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.

We bulk bill all children under 16 years*

***excludes evening clinics**

Pioneer Health: 9842 2822



Pelvic Pain Clinic

Pioneer Health Albany is one of 20 practices Australia wide that have been selected by the Australian Government to run an Endometriosis and Pelvic Pain Clinic. We are extremely proud to be able to offer this important service to people living with these complex and debilitating conditions.

There is no out-of-pocket cost for any patient for an initial appointment with our Patient Support Officer. All patients who are students (including tertiary) or have a concession card will have no out-of-pocket costs for GP appointments in the clinic. Any appointments with our Pelvic Health Physiotherapist will incur out-of-pocket fees.

Book at reception, by calling 9842 2822 or online via our website.

BOOK APPOINTMENTS ONLINE

- 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.



meet our doctors



Dr David Tadj
PRACTICE PRINCIPAL



Dr James Turner
PRACTICE PRINCIPAL



Dr Airell Hodgkinson



Dr Tim Jansz



Dr JJ Kriek



Dr Tania Botha



Dr Don Gunning



Dr John Rowlands



Dr Shani Macaulay



Dr Claire Astrup



Dr Nigel Baker



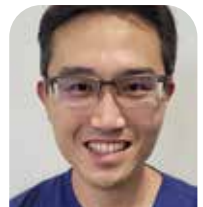
Dr Yen Lo



Dr Stephanie Nathan



Dr Paul Gibson



Dr Alfred Wong



Dr Erica Clarke



Dr Sourabh Joshi



**Dr Juliette
Van Hagen**



Dr Jeroen Buis



**Dr Felipe Dimer
de Oliveira**



Dr Paula Nascimento



Dr Emma Tournay



Dr Vincent Phan



Dr Alec Disley

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

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.

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.pioneerhealth.com.au Please allow 3-5 working days and you will be contacted when your request is complete.

REFERRALS

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

Physiotherapist

Katie Stan-Bishop specialises in the management of bladder and bowel dysfunction in women, men and children as well as the treatment of pelvic organ prolapse, pelvic pain, antenatal and postnatal conditions, bone health and menopause.



Katie Stan-Bishop
PHYSIOTHERAPIST

Katie loves to work together with her clients to provide them with high quality, evidence based management that allows them to achieve their goals and live life to the fullest.

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.

MEDICAL STUDENTS

Pioneer Health Albany is proud to be a teaching practice. This means that we regularly host Medical Students at varying stages in their learning. If you would prefer to not have a student in the consult room, please advise reception upon arrival.

FEEDBACK/COMPLAINTS

We provide patients with the opportunity to provide compliments, complaints or suggestions via email to admin@pioneerhealth.com.au. 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.

Meet our Managers and Staff

PRACTICE GENERAL MANAGER

Jeni Anning

PRACTICE NURSE MANAGER

Rianan Simpson

PRACTICE NURSES

| | | |
|----------------------|---------------------|--------------|
| Jen McGonnell | Mel Scott | Krystal Ogle |
| Nicola Chambers | Stefanie Fialkowski | Maddy Poett |
| Willow Martin-Tonkin | Lily Chambers | Sara Stone |
| Loren Humphries | Chantelle Stevenson | |

NURSE PRACTITIONER

Linda Webster

FINANCE MANAGER

Tracey Robinson

ADMINISTRATION STAFF

| | | |
|-----------------|------------------|-----------------|
| Natalie Brooks | Bridget Naude | Neishka Condren |
| Tanya Staude | Sally Greer | Amy Ledger |
| Megan MacGregor | Mel Barrowcliff | Tessa Flugge |
| Kerry Sycamore | Jasmine Gardiner | |

OUR SERVICES

- **Practice Nurse** Childhood immunisation, ECG, spirometry, INR testing, patient education, chronic disease management, wound management, antenatal care.
- **Pelvic health physiotherapy**
- **UVB phototherapy**
- **Mental health care**
- **Chronic disease management**
- **Aesthetic services**
Laser treatment, wrinkle relaxer, dermal filler, Healte
- **Ankle Brachial Index Test**
- **Medicals** pre-employment, aviation, immigration, dive.
- **Minor surgery**
- **Womens Health**
- **Skin cancer checks**
- **TMS therapy**
For depression and anxiety.
- **Family planning services**
- **Vaccination** Childhood, travel vaccination (including Yellow Fever and Q Fever)
- **Referral services**
Including x-ray, ultrasound, MRI, podiatry.

ON SITE

Dentist, pathology services, sleep clinic and pharmacy facilities as well as a cafe.



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 | \$102.00 | \$41.40 | \$60.60 |
| | Long | \$157.15 | \$80.10 | \$77.05 |
| Concession | Standard | \$85.90 | \$41.40 | \$44.50 |
| | Long | \$131.80 | \$80.10 | \$51.70 |

Full payment of your consult is required. You must have a current Medicare card.

Please supply your Health Care Card and/or Commonwealth Aged Pension Card if you have one.

*All appointments for children booked in the evening clinics (from 6pm) will be privately billed.

All consultations for Workers Compensation or Motor Vehicle Injury claims must be paid for on the day until the claim has been approved.

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