



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

## 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.



### 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.

**We bulk bill all children under 16 years\***  
\*excludes evening clinics  
**Pioneer Health: 9842 2822**

### 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](http://pioneerhealth.com.au) and click on the link.

[pioneerhealth.com](http://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 Keerthana  
Muthuragan**



**Dr Paul Gibson**



**Dr Alfred Wong**



**Dr Joash Foo**



**Dr Sourabh Joshi**



**Dr Juliette  
Van Hagen**



**Dr Jeroen Buis**



**Dr Felipe Dimer  
de Oliveira**



**Dr Paula Nascimento**



**Dr Chris Cho**



**Dr Emma Tournay**



**Dr Erica Clarke**

### **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.

### **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](http://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](mailto: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: 1.800 813 583.

# Meet our Managers and Staff

## PRACTICE GENERAL MANAGER

Jeni Anning

## PRACTICE NURSE MANAGER

Rianan Simpson

## PRACTICE NURSES

Jen McGonnell

Nicola Chambers

Willow Martin-Tonkin

Loren Humphries

Mel Scott

Stefanie Fialkowski

Lily Chambers

Chantelle Stevenson

Krystal Ogle

Maddy Poett

Sara Stone

## NURSE PRACTITIONER

Linda Webster

## FINANCE MANAGER

Tracey Robinson

## ADMINISTRATION STAFF

Natalie Brooks

Tanya Staude

Megan MacGregor

Wendy Carman

Kerry Sycamore

Sally Greer

Mel Barrowcliff

Jasmine Gardiner

Neishka Condren

Amy Ledger

Tessa Flugge

Bridget Naude

## 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 15 years*	Standard	\$00.00*		\$00.00*
	Long	\$00.00*		\$00.00*
Regular Patient	Standard	\$100.65	\$41.40	\$59.25
	Long	\$155.00	\$80.10	\$74.90
Concession	Standard	\$84.70	\$41.40	\$43.30
	Long	\$130.00	\$80.10	\$49.90

Full payment of your consult is required. You must have a current Medicare card. Please supply your Health Care Card and/or Commonwealth Aged Person Card if you have one.  
\*All appointments for children booked in the evening clinics (from 5pm) 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](http://www.pioneerhealth.com.au)

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