



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.au



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 Gareth Broberg



Dr Paula Nascimento



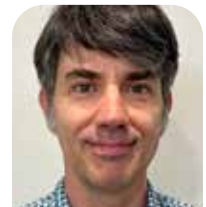
Dr Vincent Phan



Dr Alec Disley



Dr Nicholas Renton



**Dr Felipe Dimer
de Oliveira**

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.

Aesthetic Services

We offer a range of aesthetic skin services including consultations for wrinkle concerns, volume concerns, laser treatments, chemical peels, healite and skin needling.

Most of our treatment options require you to have an Aesthetic Consultation with our Aesthetics Nurse, Nicola, prior to treatment. This is also the place to start if you are new to Aesthetic Services, or just not sure which treatment is best suited to your goals.



Nicola Chambers RN
AESTHETICS NURSE

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	Henrietta Lilford
Willow Martin-Tonkin	Wendy Richardson	Sara Stone
Loren Humphries	Chantelle Stevenson	

NURSE PRACTITIONERS

Linda Webster Gary Greenwald

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	Tahlia Galyer	Kelly Clements

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, PRP Treatment, Skin Needling, Healite, Chemical Peels, Wrinkle consultation
- **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.

OUR BILLING POLICY

We are a privately billing general practice and require payment for consultations after your appointment.

Children

Children under the age of 16 will be bulk billed except for any appointments in the evening clinic.

Bulk billing of concession card holders

Most of our GPs bulk bill patients with a current concession card for standard appointments. This applies to standard GP consultations (not long consultations) and does not include appointments in the evening clinic or special services.

Procedural and nursing fees

Our practice has fees associated with services and procedures provided by nurses or GPs.



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