



Practice Information

46-56 Nicholson Street,

Bairnsdale 3875

(03) 5152 3500



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OPENING HOURS

OPEN 5 DAYS

Monday to Friday – 8.30 am until 5.00 pm

Weekends & Public Holidays Closed

www.advantagehealthpoint.com.au

AFTER HOURS ARRANGEMENTS

The Practice provides the best care possible for patients inside working hours, however, should you need medical attention outside of clinic hours you will need to attend the Bairnsdale Regional Hospital (Phone: 51503333).

Our recorded after hours message at the clinic will inform you of these alternatives.

APPOINTMENTS

We prefer patients to make appointments wherever possible. Patients with appointments will naturally be given priority over casual callers. In cases of **emergency or urgent medical care**, patients will be seen immediately. In the case of an acute illness, particularly a child, please let the receptionist know.

Please inform the receptionists if you require a long consultation when making an appointment, this can be arranged.

PATIENT CONFIDENTIALITY/ PATIENT HEALTH INFORMATION

All patient information is confidential. Advantage HealthPoint has strict guidelines to ensure that your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised staff. If you require access to your medical information, or you wish for a transfer, we require your written authority and a fee may be charged.

HOME AND HOSPITAL VISITS

Home visits are available for regular patients of the practice who are too ill to come to the surgery, or in the case of emergency. Please ring as early as possible if required.



FEES

We are a private billing clinic and require payment of the account on the day of consultation. Fees are payable by cash, cheque, EFTPOS, Bankcard, MasterCard or Visa. We are able to process on the spot Medicare rebates to patients who have their bank details registered with Medicare.

Please remember to bring your Medicare card to ensure that they are still valid. A schedule of fees is on display in the waiting room, on the website or can be requested if required. Please speak to reception staff if you have any questions.

Accounts for WorkCover and TAC related matters will need to be paid for by the patient on the day of consultation. Depending on the reimbursement from WorkCover or TAC, there may be an out-of-pocket expense. Any reimbursements that you are eligible for from WorkCover or TAC will need to be paid directly to you.

Home Visits will attract an out of pocket expense for all patients.

If our fees cause undue hardship please discuss this with your Doctor.

CARE FOR NON-ENGLISH SPEAKING PATIENTS OR PATIENTS UNABLE TO UNDERSTAND OUR PRACTICE INFORMATION SHEET

If you or your family members face barriers to understanding our practice information sheet please let our reception staff know and help will be offered.

A free interpreter service is available on the day of your consultation, but it is helpful to book in advance. Please inform the receptionist if you require an interpreter for your consultation.

REPEAT PRESCRIPTIONS

It is in your best interest to see a doctor for repeat scripts. If, however, you are on a regular medication, you may request a repeat prescription for a fee of \$25. These can be ordered at the clinic, or alternatively on-line via our website. Practitioners reserve the right to request you to come in for an appointment if they feel that it is in your best interests to do so.

DRUG POLICY

It is the general policy of this practice not to prescribe any drugs of dependence unless it is clinically indicated and in the best interest of the patient.

TELEPHONING YOUR DOCTOR

The doctors may, on the rare occasion, return phone calls relating to you or your family's health. However, please understand that in most cases Doctors prefer you to come in person to see them. Patients are encouraged to leave a message with reception indicating what the problem is and your contact details. If the matter is urgent please advise reception staff immediately.



MINOR PROCEDURES

Removal of skin cancers and other suspicious spots, freezing of warts, treatment of ingrown toenails and other minor surgery as well as setting and plastering of fractures is available. An additional fee will be billed for all procedures which require the use of the treatment room and sterile instruments, this fee is not covered by Medicare.

REMINDER LETTERS

Please note that Advantage HealthPoint may send out reminder letters or Secure message notifications (SMN) to patients as reminders for procedures such as Pap smear tests and flu vaccines. Please advise our admin staff or let your doctor know if you would rather not be contacted.

TEST RESULTS

Will not be given over the phone, however if your results are abnormal someone will contact you to make an appointment for a review. If you would like to discuss your results with the doctor you will need to make an appointment.

CHILDHOOD IMMUNISATION

All routine government funded vaccinations are available and provided free of charge.

TRAVEL MEDICINES and IMMUNISATION

Most common travel vaccines are available from a Pharmacy. Please discuss travel plans 4-6 weeks before departure to ensure that you and your Doctor can plan your vaccinations appropriately.

OTHER SERVICES AVAILABLE AT ADVANTAGE HEALTHPOINT

We are proud to offer the following services: same day appointments, on-site pathology collection, skin checks, health checks and paediatric medicine.

MEDICAL STAFF

Dr Ari Kantzides BSc (Hons), PhD, MBBS, FRACGP

Dr Ari is the practice director at Advantage HealthPoint. He is committed to the provision of excellent care and service to the patients attending the clinic and embraces change that will enable a better patient journey.

Dr John Hambly MBChB, MCEM

John has completed training with the Australian College of Rural and Remote Medicine (ACRRM) and is a General Practitioner and Senior Emergency Doctor. Originally from Cornwall ('Doc Martin') he emigrated to QLD in 1996. He has worked in Emergency/ICU for twenty years, the RFDS (fixed wing) and QES (helicopter). He has worked remotely as a Cruise Ship Doctor, Expedition Doctor and TV Doctor. He has had ecotourism and recruitment businesses. He has held formal education positions at Oxford and Monash Universities. His interests are general medicine, care of the elderly, mental health, skin and surgical procedures. Family time, fishing, camping and adventure are important to him. He enjoys people and welcomes new patients.

Dr Chris Kozlovski MBBS, FRACGP

Dr Kozlovski specialises in Mental Health, Asthma, Hyper mobility issues and Migraines. Chris will be working at AHP permanently working from Monday through to Thursday.

Dr Yuan Ding MBBS, FRACGP

Dr Ding has recently started with Advantage Healthpoint. He has come over from GLCH in Lakes Entrance. Dr Ding specialises in all aspects of general medicine including ear micro suction (similar to ear syringing). Yuan works Monday, Wednesday and Fridays.

Dr Elnaz Khorshidian MD, FRACGP

Dr Elnaz has been with Advantage HealthPoint for 5 years. She started as our first female GP and comes from a busy Melbourne Practice. She works from Monday to Friday.

Elnaz has a particular interest in women's and children's health as well as the management of chronic disease.

Tara Couzens BSocSci, Grad Dip.Psych.

Tara provides onsite psychology support to adolescent and adult clients.

She takes a flexible approach to client centred therapy incorporating a range of evidence-based techniques.

Tara's special interests and expertise include depression, anxiety, trauma and many other personal issues.

Angus Collins Podiatry

With over 30 years podiatry experience, Angus brings a practical approach to all foot related problems.

He is able to offer CAD/CAM orthotics using a 3D scanner for foot impressions from which orthotics are produced.

Diabetes management is an area of particular interest.



ADMINISTRATION AND NURSING STAFF

Practice Director: Anna Kantzides BA PhD

Practice Manager: Brooke Linford

Reception Staff: Krystal, Elise, Tammie & Kayla

Practice Nurses: Mel & Mary

PATIENT FEEDBACK

If you have a complaint please tell our Practice Director Anna Kantzides. However, if you do feel there is a problem you wish to take up externally, you may prefer to contact the Victorian Government Centre handling complaints. The address is:

**Health Services Commission
Level 26, 570 Bourke Street
Melbourne Victoria 3000
Phone: 8601 5222**

The Practice is committed to providing comprehensive general practice care to all individuals and families in this community.

For more information please visit our website- <http://advantagehealthpoint.com.au/>

THANK YOU FOR TAKING THE TIME TO READ THIS BROCHURE