

## New Medical Student

The Graduate School of Medicine was established at the University of Wollongong in 2006 to address the need for highly trained medical practitioners with an interest and commitment to regional, rural and remote communities.

Medical School training requires the students to be placed in a general practice for the duration of a year to develop a deep understanding of Community Medicine.

We are delighted to introduce Ms. Martiane Bersano as our Medical Student who will commence her term with us in July 2013. She has already completed over two years of Medical School training and is very keen to add general practice medicine to her many skills.

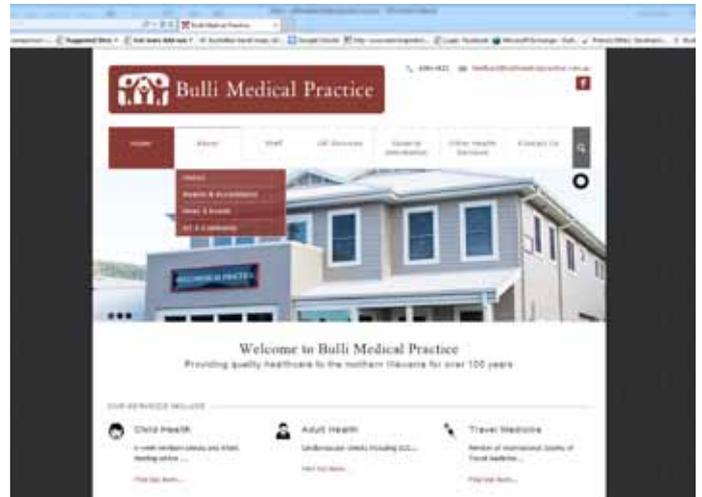
Martiane holds a Bachelor degree and a Masters in Economics. She has worked as a business and finance journalist in Brazil and a research assistant analyst, and a manager for the Red Cross in Australia. She has a special interest in surgery, and a personal interest in exercise and nutrition.

Drs Julie Blaze, Jeff Hall & Saroja Gunasekera will be her supervisors during this time and if you are consulting one of these Doctors you may meet Martiane. With your consent we would like to invite you to take part in Martiane's learning and permit her to spend time with you in consultation.

Martiane will be part of the consultation process by speaking with you regarding your health and examining you where required prior to your consultation with your doctor and then accompany you to see your doctor. On such occasions, your doctor's consultation will be bulk billed.



Please be assured that Martiane is a medical professional and will treat all patient information with confidentiality. If you do not wish to see Martiane or have her present when you see your Doctor, please feel free to decline this offer. If you have any questions, please feel free to ask our Reception Staff or Doctors.



## New Website

We are pleased to announce a bigger and better website at our usual address:

[www.bullimedicalpractice.com.au](http://www.bullimedicalpractice.com.au)

There is new information for patients about the services we offer, including child and adolescent health, adult health, travel medicine and much more.

There is information on making appointments, fees, referrals, prescriptions, our staff and allied health professionals. We also have an 'About' section, with historical information and images as well as community information.

We hope to continuously improve the website and provide more information and links, but would also like your feedback and suggestions. Please email: [feedback@bullimedicalpractice.com.au](mailto:feedback@bullimedicalpractice.com.au) or complete the contact form on the website.

## Travel Medicine

**Bulli Medical Practice is a member of the International Society of Travel Medicine. Bulli Medical Practice offers comprehensive Travel Medicine Services and is an accredited Yellow Fever Vaccination Centre.**

## Staff Profile: Dr Saroja Gunasekera

Saroja graduated from the University of NSW in 1990 and completed three years of postgraduate training in the Illawarra Region, working at Wollongong, Port Kembla and Shellharbour Hospitals. She then undertook her specialty training in general practice as a registrar in a variety of practices in the Illawarra until 1996. On completion of her training she was awarded the prestigious Monte-Kent Hughes Medal in 1996 for the highest national mark in the RACGP Fellowship Exams.

Saroja continued to work in general practice as well as being involved in the region's Community Mental Health Services, Sexual Assault Services, teaching junior doctors and in general practice accreditation. From 2003 till 2012, whilst continuing as a part time GP, she was Director of Training for the region's GP Registrar Training provider, developing educational and training opportunities for junior doctors.

In 2006, the newly formed University of Wollongong, Graduate School of Medicine, appointed Saroja as a Clinical Associate Professor of General Practice. Saroja's role as an educator continues at Bulli Medical Practice. She is also passionate about providing her patients and their families with a personalized, holistic medical service. Preventative health, health education and family health are the foundations of her service.

Saroja balances clinical work as a GP with being a mother of two, stepmother to three children and an active family life. She enjoys swimming, walking, cycling, cooking and loves living in the Northern Suburbs of our beautiful Illawarra coast.



## Skin Cancer Certificate

In June this year, Drs Jemima Grant, Amy Harkness and Helen Maclean travelled up to the Gold Coast to attend a University of Queensland Certificate in Primary Care: Skin Cancer Medicine.

This provided a great weekend away from their children but also gave them invaluable training in diagnosing and managing skin cancers! There were lectures and plenty of hands on practical experience, instructed by specialists in the field of skin cancer management in General Practice.

The doctors aim to enhance and hone their skills with the goal of providing a more thorough service to their patients. They each have purchased a dermatoscope – a special magnifying light to aide in the diagnosis of skin cancers.

We encourage everyone to book in for regular skin checks!



*Drs Amy Harkness, Helen Maclean and Jemima Grant at the University of Queensland course in Skin Cancer Medicine.*

## Staff & Community News

- ◇ **CONGRATULATIONS** to Jenny Hamilton on the birth of her daughter.
- ◇ **CONGRATULATIONS** to David Boucher on the birth of his daughter.
- ◇ **CONGRATULATIONS** to Karen Ruskin who became a grandmother recently to her son's new baby boy and her daughter's new baby girl. We extend our best wishes to Kristen who previously worked at Bulli Medical Practice.
- ◇ **CONGRATULATIONS** and thank you to Brooke who has recently achieved ten years of exceptional service at Bulli Medical Practice.
- ◇ Dr Amy Ho will be on maternity leave from August and we wish her the very best for the birth of her second child.
- ◇ Best of luck to Tracey who has left the Practice and is now working at the Ambulance Service at the Sydney call centre.
- ◇ We are delighted that Feon is now working additional hours.

## Room Rental

Expressions of interest are sought from suitably qualified allied health and other health professionals interested in providing care at Bulli Medical Practice. The contracted professional service rooms are available on a fee based arrangement. For further information or to forward your resume email [crichards@bullimedicalpractice.com.au](mailto:crichards@bullimedicalpractice.com.au).

## Appointments

Sometimes our doctors are running late for appointments and this can be frustrating and inconvenient for patients. It is not that our doctors have arrived late, or are taking their time, it is usually because the patients they have seen before you have had complex issues that have taken more time than expected. Doctors only need to spend an extra four minutes with each patient, and they'll be running an hour late by 1pm!

Please remember that the doctors at Bulli Medical Practice respect that your time is important, and they do their best to run to time. There are a number of ways that you, our patients, can help to improve this situation.

Remember the length of time of a standard appointment (15 minutes) and this is usually only enough to cover one health issue. A "shopping list" of issues to cover is welcome, but a list with multiple items usually cannot be completed in a single consultation. Keep the list for a subsequent visit.

If you have a number of health issues to discuss, or a complex health issue then PLEASE book a longer appointment. Level C appointments are 30 minutes and Level Ds are 45 minutes. Please see our fees schedule for out-of-pocket expenses. You can also telephone reception in advance to determine if your doctor is running to time.

We have provided the timetable below as a guide to which doctor works on which days, as this may help you when scheduling your next appointment. Please note, this roster changes regularly, and doctors take holidays from time to time. Also note that Dr Amy Ho will be on maternity leave from August 2013.

## Allied & Other Health Staff

As well as on-site pathology collection, Bulli Medical Practice has a range of allied health staff that consult from our rooms. This includes psychologists, podiatrist, dietician, remedial massage therapist, physiotherapists and a rehabilitation specialist. South Coast Cardiology have also started providing echocardiography from our rooms. Check the website for details:  
www.bullimedicalpractice.com.au

### Practitioner Emma Packer

Emma has been working as a Massage Therapist since 2006 upon completing her Diploma of Remedial Massage at Loftus Tafe. Emma has since studied and now practices; Lymphatic Drainage Therapy, Bowen Therapy and Myofascial release techniques and is very experienced in prenatal massage.



Emma offers all forms of therapeutic massage from deep tissue sports techniques to more gentle relaxation massage. A personalised approach is taken with each treatment and the massage is tailored to suit the individual's needs and preferences at the time.

Emma grew up in Camden and moved to Austinmer three years ago. Emma is a welcome addition to the vibrant team at Bulli Medical Practice and looks forward to seeing you for a massage soon.

## Guide to Doctor Availability, Winter 2013

|                          | MON |    | TUES |    | WED |    | THUR |    | FRI |    | SAT |
|--------------------------|-----|----|------|----|-----|----|------|----|-----|----|-----|
|                          | AM  | PM | AM   | PM | AM  | PM | AM   | PM | AM  | PM | AM  |
| Dr Julie Blaze           | ✓   | ✓  |      |    | ✓   | ✓  | ✓    | ✓  | ✓   |    |     |
| Dr Jeff Hall             | ✓   | ✓  | ✓    | ✓  | ✓   | ✓  |      |    | ✓   |    |     |
| Dr Peter Garbett         |     |    |      | ✓  | ✓   |    |      |    |     |    |     |
| Dr Jemima Grant          | ✓   | ✓  |      |    |     |    | ✓    | ✓  |     |    | *   |
| Dr Saroja Gunasekera     | ✓   |    |      | ✓  |     | ✓  |      |    |     | ✓  | *   |
| Dr Amy Harkness          |     |    | ✓    |    |     |    |      |    | ✓   | ✓  |     |
| Dr Amy Ho                | ✓   | ✓  | ✓    |    |     |    |      |    | ✓   |    | *   |
| Dr Anastasios Karakaidos | ✓   | ✓  |      |    | ✓   | ✓  | ✓    | ✓  | ✓   | ✓  | *   |
| Dr Rockey Lui            |     |    | ✓    | ✓  |     |    | ✓    | ✓  |     |    |     |
| Dr Helen Maclean         |     |    | ✓    | ✓  |     |    | ✓    | ✓  |     |    |     |
|                          |     |    |      |    |     |    |      |    |     |    |     |

\*Not every Saturday, doctors work on a rotational basis for Saturdays. Please check with reception.  
For more information on our doctors, their qualifications and areas of interest, please visit the website.

## Privacy & Medical Records

Your medical record is a confidential document. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The Practice adheres to the national privacy principles. A copy of our privacy policy is available on request at reception.

## Reminders, Recalls & Results

We are committed to providing preventative health care and may send you a reminder notice from time to time. If you do not wish to be a part of this system, please let the staff know at reception. Note that we also participate in government reminder systems such as the Childhood Immunisation Register and the Pap Smear Register.

Please telephone the Practice between 12 noon and 2pm weekdays to find out the results of any tests that have been ordered by our doctors. Patients that require immediate action in relation to test results will be contacted by the Practice to arrange an urgent consultation so that they can discuss the test results with a doctor.

We are moving towards an electronic reminder system. If you would like to receive text message or email reminders please inform the reception staff and ensure they have your current email address and mobile telephone number.

## Feedback & Continuous Improvement

We value your feedback and encourage you to complete a general feedback questionnaire available in our waiting room (which you can deposit in the secure box) or by emailing [feedback@bullimedicalpractice.com.au](mailto:feedback@bullimedicalpractice.com.au). We endeavour to respond to your suggestions as soon as possible and to continuously improve our service. From time to time we might also ask you to complete a confidential evaluation questionnaire as part of AGPAL accreditation.

If you are unhappy with any aspect of the care that you receive from Bulli Medical Practice then please let us know. Talk to either your doctor or the receptionist and we will try our best to help.

We believe problems are best resolved within the Practice as this helps us to continuously improve. If however, the problem is not resolved, you may wish to contact the NSW state government authority for dealing with medical complaints. The address is: Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012.

## Extended Opening Hours

**8am - 8pm Monday to Friday**  
**8am - 12 noon Saturday.**  
**All urgent appointments will be seen on the day of request but please phone as early as possible from 7.30am.**

**Onsite patient parking available.**

**For services after hours contact Wollongong Radio Doctor: 4228 5522**

## Fees Policy

Bulli Medical Practice is a not a bulk billing practice. It is the policy of the Practice that payment for consultation is made at the time of your appointment

Please see our website or ask at reception for our full fee schedule. The out of pocket expense for a standard Level B consultation (15 minutes) is \$34.70. We accept cash payments and have EFTPOS facilities (debit and credit card: Visa & Mastercard but NOT American Express).

Medicare rebates may be claimed in person at a Medicare office, or can be sent online directly to Medicare and you will have the option of receiving your rebate via cheque or direct deposit into your nominated bank account.

If payment cannot be made on the day, an account can be issued incurring an administration fee of \$15 which is not Medicare rebatable.

## Influenza Vaccinations

**2013 influenza vaccines are FREE for patients aged 65 and over and patients with a chronic illness or \$22 for all other patients.**



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