



Bulli Medical Practice

Spring Newsletter 2016



Above Rebecca & Alex

Global Corporate Challenge

Bulli Medical Practice has spent the last 100 days in fierce competition taking part in the Global Corporate Challenge. The Challenge involved staff wearing pedometers all day, for 100 days counting every step they take.

Congratulations to Team B for achieving the most steps at Bulli Medical Practice and being awarded the Annual Sports Award for 2016.

New Medical Student

We are delighted to introduce Mr Murray Crowe as our Medical Student who commenced his term with us in July. He has already completed two years of Medical School Training.

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

Dr Anastasios Karakaidos and Dr Michael Hanson will be his supervisors during his time at the practice.

Murray will be part of the consultation process by speaking with you regarding your health and examine you where required prior to your consult with your doctor and then accompany you to see your doctor. If you do not wish to see Murray or have him present when you see your Doctor, please feel free to decline the offer. If you have any questions, please feel free to ask our reception staff or Doctors.

HotDoc:Online Booking

Have you tried our online booking option? Head to website www.bullimedicalpractice.com.au to find the online booking button or download the HotDoc app for your iPhone or Android from the App Store or Google Play, or visit their website www.hotdoc.com.au

HotDoc:SMS Recalls

Bulli Medical Practice now sends SMS notifications. When you receive an SMS from us simply click the link and verify your identity to read the full message.

3 Simple Steps

1. Receive SMS
2. Verify your Details
3. Book Appointment

If you do not click the link and read the full message you will receive another SMS followed by a letter in the post.

These notifications are secure and compliant with the relevant legislation and our privacy policy. If you do not wish to receive SMS Recall notifications simply opt out when you receive your first SMS or advise our reception staff.

HotDoc: SMS Reminders

In the coming weeks Bulli Medical Practice will start to send all our patients SMS reminders for appointments. You will receive an SMS reminder which will prompt you to click a link to confirm or cancel the appointment.



Above Medical Student Murray Crowe

Arriving and leaving Bulli Medical Practice

It is really important that you see the staff at reception as soon as you arrive for your appointment. This will allow for us to mark you as arrived so that the staff member that you are seeing knows that you are here. It also allows us to check your contact details to ensure that we have up to date information about things such as your address, phone number and Medicare card details.

Checking with the reception staff before you leave allows us to ensure that you are able to access follow up appointments and settle any applicable accounts.

New Allied Health Providers



Clinical Psychologist

Dr Marianne Bourke

Marianne and her family have lived and worked in the local area for the last 23 years. Marianne has completed her postgraduate studies at the University of Wollongong and has worked in Community Mental Health settings and speciality services, such as sexual assault services and Project Air Strategy.

Most recently Marianne has conducted extensive training for health professionals throughout NSW in the treatment of people with a personality disorder, as well as providing secondary care consultations for patients with severe presentations of borderline personality disorder.

Her clinical work in her private practice is her main focus however she also enjoys supervising clinical research students in their honours and PhD studies at the University of Wollongong.

Contact Marianne on 4263 0505 to book an appointment.



Healthy Sleep Solutions

We are pleased to announce that we are able to offer access to a centre with a strong focus on the diagnosis and treatment of sleep disorders.

The team from Healthy Sleep Solutions will be seeing patients from Bulli Medical Practice on the 4th Thursday of every month.

This will allow our local patients to avoid having to travel to Wollongong for a consultation.

Our role is to provide independent diagnosis and treatment recommendations that are best suited to the patient's condition and needs.

Our team includes:

Dr Kevin Chan - Consultant Respiratory and Sleep Medicine Physician

Emma Jordan - Senior Sleep Technician and team leader

Peta Lucock - Sleep Technician

Jann Lumb - Sleep Technician

Our goal is to provide a service that has;

- Minimal waiting lists
- A comprehensive range of diagnostic sleep services
- Expertise in the treatment of obstructive sleep apnea and other sleep disorders with a multidisciplinary approach under professional medical supervision
- Further diagnostic and treatment options for patients with more complex sleep disorders.

Urgent patients will be consulted within the week. The initial patient consult/booking fee is \$70.00 (Concession \$40.00) which covers the ambulatory sleep apnea diagnostic consultation, sleep study and Telehealth physician consultation.

Please call 1300 882 092 to talk to one of our team.

Staff & Community News

- ◇ Congratulations to Feon and Kevin on the recent birth of their son Cayden.
- ◇ Congratulations to David and Bec on the recent birth of their son Oliver.
- ◇ Dr Amy Harkness will be off on maternity from mid September.
- ◇ Welcome back to Dr Jemima Grant who is back at the practice from Monday the 19th of September. Dr Grant will be available Mondays, Tuesdays and Thursdays.

Guide to Doctor Availability, Spring 2016

	MON		TUES		WED		THUR		FRI		SAT
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM
Dr Julie Blaze	✓	✓			✓	✓	✓	✓	✓	✓	*
Dr Jeff Hall	✓	✓		✓	✓	✓			✓	✓	*
Dr Jemima Grant	✓	✓	✓	✓			✓	✓			*
Dr Saroja Gunasekera	✓	✓	✓	✓		✓			✓	✓	*
Dr Michael Hanson			✓	✓		✓		✓			*
Dr Amy Harkness					✓	✓			✓	✓	*
Dr Helen Maclean	✓		✓				✓				*
Dr Nathan Beckman	✓	✓			✓		✓	✓			*

*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.

We have provided the timetable above as a guide to which doctor works on which days, as this may help you when scheduling your next appointment.

Please note, the roster changes regularly, as doctors take holidays from time to time. For further information regarding doctor availability, please check our Facebook page Bulli Medical Practice and Travelvax Centre.

Thirroul Physiotherapy & Sports Injury Clinic

Thirroul Physiotherapy & Sports Injury Clinic provides quality and expert services to the elite, aged, paediatric, post-surgical and general community of the Northern Illawarra. Our services include general and specialised physiotherapy, exercise physiology, remedial massage, pilates, sport's specific treatment & strapping, bicycle assessments and more.

Peter McIntyre has over 25 years experience in physiotherapy, with particular interests in sports injury rehabilitation, post-surgical rehabilitation, as well as post-graduate training in men's health, post-operative prostrate treatment, pelvic floor muscle function, erectile dysfunction, incontinence & bowel control.

Karly Coltman completed her physiotherapy training in Western Australia and has furthered her education in

women's health, pelvic floor muscle function, pre- and post-natal physiotherapy, pelvic organ prolapse & bladder retraining. She conducts Mums & Bubs pilates classes for new mothers from our in-house gym.

Our physios have a "hands on" approach to assess each patient in order to develop a unique treatment program for each individual.

We currently provide physiotherapy services upstairs at Bulli Medical Centre on Tuesdays and Wednesdays between 2 - 6p.m. Please ask the friendly receptionists for more information, or alternatively, call our clinic on 02 4267 3400 to make an appointment.

Congratulations Dr Beckman!

Staff at Bulli Medical Practice are delighted for Dr Nathan Beckman who recently received his Fellowship to the Royal Australian College of General Practitioners.



After Hours Service

Contact Radio Doctor Illawarra on 4228 5522. All visits are bulk billed. In an emergency call 000.



Travel Medicine Clinic

Dr Blaze continues to run the Travel Medicine Clinic on a Monday evening with our Practice Nurse Alexandria. When booking a Travel Medicine appointment please mention to reception staff that it is for travel medicine so it can be booked appropriately.

Bulli Medical Practice stocks a wide range of travel medicine kits and medications which are a great resource to have with you if you find yourself unwell while aboard. Our website has further information regarding our travel medicine resources.

Skin Check Clinic

Now is the time to get a Skin Check before the weather starts to heat up.

The Skin Check Clinic conducted by Dr Michael Hanson continues to run every Tuesday from 2pm to 6pm by appointment only. Contact reception to make an appointment for a skin check or book online via HotDoc.

This clinic is in addition to skin check consultations which can be provided by all general practitioners at Bulli Medical Practice.

Weight Management Clinic

Studies have shown that the best way to lose weight and keep it off is sticking to a weight loss plan.

To join the Supervised Weight Management Support Clinic contact our reception or speak to your doctor at your next visit.

Fees Policy

Bulli Medical Practice is a not a bulk billing practice. It is our policy 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 \$36.70. 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.

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 & communication policy are 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 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. 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 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.