



NEWSLETTER—YOUR SURGERY

THIRD AVENUE SURGERY

779 BEAUFORT ST, MT LAWLEY 6050

PHONE: 9272 5533

December 2009

DR LOUIS PAPAELIAS MBBS(WA)
Dip. RACOG , FRACGP

Interests: Women's and men's health, counselling, paediatrics, minor surgery, geriatrics. Speaks Greek.

DR ALLA SAKALO MBBS(WA)

Interests: Women's health, acupuncture for pain, smoking, stress and weight loss.

Speaks: Russian, Ukrainian & Polish.

DR SIMON TORVALDSEN MBBS (WA)

Interests: Paediatrics, geriatrics, counselling, hospice/palliative care.

DR JANE PURDIE MBBS(WA)
FRACGP

Interests: Geriatrics, general medicine, palliative care, women's health, paediatrics.

DR DAVID MORRISON MBBS(WA)
FRACGP

Interests: Paediatrics, preventive health and general medicine, acupuncture.

DR TIM LEAHY MBBS FRACGP
MFM

Interests: Evidence based medicine searches, prevention and Aboriginal health.

DR ANGELIKA ELSMANN MBBS
FRACGP

Interests: Women's health, colposcopys and general medicine.

DR PENNY ROE B.MED (HONS)
FRACGP DCH

Interests: Family medicine, especially paediatrics, women's health and counselling.

DR JAMES CHONG MBBS
(Singapore) Grad. Dip. Family Medicine.

DR HELEN WILCOX MBBS
FRACGP

Interests: Family medicine, especially paediatrics, women's health and counselling.

DR PHILIPPA COOK MBBS
FRACGP

Interests: Children and women's health

Hay Fever

Hay fever is the common name for a condition called allergic rhinitis, which means an allergy that affects the nose. Most people associate hay fever with spring, when airborne pollens from grasses are at their peak. However, hay fever can occur at any time of the year. This is known as perennial allergic rhinitis, which is usually caused by a reaction to allergens around the home such as dust mites, moulds or animal hair or fur.

Symptoms—some of the symptoms of hay fever include:

- Sneezing
- A runny or stuffy nose
- Itchy ears, nose and throat
- Red, itchy or watery eyes
- Headaches.

Reducing hay fever symptoms—suggestions to prevent or limit symptoms or hay fever include:

- Avoid exposure to dust and dust mites, animals and animal hair or fur (dander).
- Stay indoors as much as possible when the pollen count is high—this can be obtained from the newspaper or television.
- Choose plants that are pollinated by birds or insects, instead of plants that release seeds into the air.
- Consider artificial lawn or paved areas instead of grasses.
- Try using Vaseline inside the nose to prevent pollen touching the sensitive lining of the nose.
- Splash your eyes with cold water to flush out any pollen.

Medication—some medications can help the symptoms of hay fever. Ask your pharmacist or doctor for advice.

Patient Details and Emergency Contacts

Please make sure you keep any changes to your, name, address, contact numbers, etc up-to-date.

If you have been coming here for a few years it is quite probable that the surgery does not have an emergency contact name and number for you. Can you please let the reception staff know who this is so the details can be entered into your file.

Phones Open 7:30am to 7:00pm Monday to Friday | 8:00am to 12 noon Saturday | Closed Sunday and Public Holidays

FEE SCHEDULE

Standard Consultations

On Day \$65.00: Account Taken \$75.00
 Health Care Card Holders and Full Time Students \$50.00
 Children are bulk billed up to their 2nd birthday. Medicare Refund \$34.30

Acupuncture

1st visit (group) \$60.00 for Private & \$55.00 for Health Care Card Holders, \$35.00 for Pensioners.
 Medicare Refund \$34.30
 Subsequent visits are \$55.00 for Private and \$50.00 for HCC. Pensioners are bulk billed.
 Medicare Refund \$34.30

After Hours and Saturday

Appointments from 5.15pm onwards Mon-Fri are billed as per the Private fee \$65.00. As this is after hours there is no bulk billing available.
 Saturday Fee: There is a flat fee of \$70.00 which applies to all patients – including children and pensioners.

Repeat Prescriptions

A \$15.00 fee is charged for repeat prescriptions. Please give 24 hours notice.
 Workers Compensation and Motor Vehicle Accidents are charged to patient until claim is accepted by insurer.
 Patients will therefore be responsible for payment until we have this assurance.

Xrays

Our practice will store Xrays for a period of 3 months after which we will send a reminder letter to patient requesting that they be collected.

Patient Reminders/Recalls

We have a recall system for periodic reviews: ie Diabetic Reviews, Pap Smears, etc. Please advise your doctor if you do not want to be included on our Register.

Test Results

Please contact the surgery for results between 10am and 5pm, Monday to Friday



Test Results

Please ring for test results between 10am - 5pm Monday to Friday. If you are told that the doctor would like to see you to discuss your results please make an appointment. If, for any reason, you find you have to cancel this appointment please re-schedule for another time.

Every endeavour is made by the surgery to contact a patient if they have not rung for their results and the doctor wishes to see them. Patient cooperation in following up with a phone call a few days after their tests is greatly appreciated and expedites any follow-up that may be required.

SUNBURN

Sunburn is the skin’s reaction to the ultraviolet radiation (UV) in sunlight. You can see sunlight and feel heat (infrared radiation), but you can’t see or feel UV radiation. It can damage your skin even on cool, cloudy days. Sunburn can occur in minutes and can take a few days or weeks to heal depending on the severity.

Mild sunburn can be treated at home, but severe and blistered burns need prompt medical attention. The long-term effects of



repeated bouts of sunburn include premature wrinkling and increased risk of skin cancer, including melanoma. Once skin damage occurs, it is impossible to reverse. This is why prevention is much better than cure.

Use sun protection to reduce the risk of skin cancer. Remember to ‘slip, slop, slap, seek and slide’ – slip on a shirt, slop on SPF 30+ sunscreen, slap on a broad-brimmed hat, seek shade and slide on some sunglasses.

Christmas

The management and staff at Third Avenue would like to take this opportunity to wish all their patients a very Happy Christmas and New year.

What we hope to do

We really care about our patients and want to provide the best care possible. We know you want excellent care and often have several issues on your mind.

Our standard consultations are booked at 15 minute intervals.

A double consultation allows the doctor to spend up to 30 minutes with a patient. When making your appointment please inform the receptionist that you require a longer consult.

Privacy

This Practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this Practice to maintain security of personal health information at all times.

Telephone Calls

We try to provide telephone access to the doctors whenever possible but on most occasions, the Doctors will endeavour to return your calls at the end of their session.

Missed Appointments

A fee of \$20 is charged for missed appointments and late cancellations (less than 2 hours). Giving adequate notice of cancellation enables us to offer the appointment to another patient.

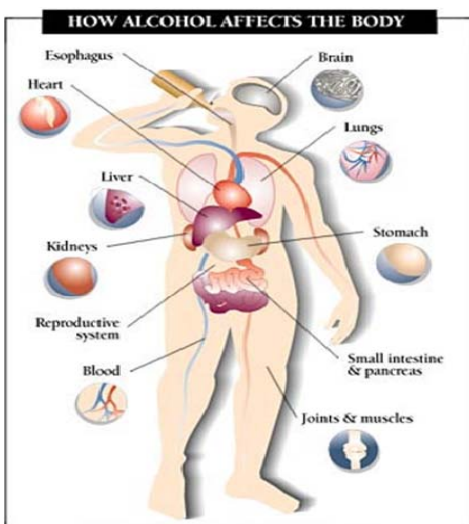
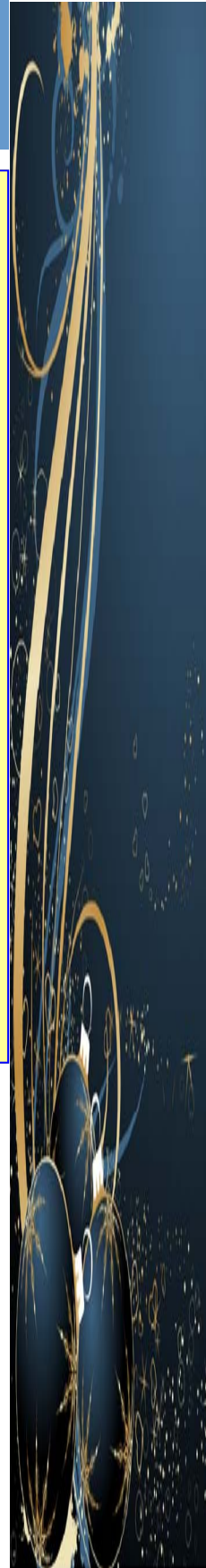
Patient Feedback

Any queries or concerns regarding our Practice please don't hesitate to contact our Practice Manager – Adrienne Gutierrez in person or by phone (9272 5533). Confidentiality will always be maintained.

However, if you wish to register your complaint elsewhere, you may contact:

Australian Medical Association (WA) on 9389 8289 , or

The Office of Health Review on 9323 0600.



With the coming of the holiday season please take care and remember to drink alcoholic drinks moderately. When consumed in large amounts over time, alcohol can cause widespread damage to the body. It can harm virtually every organ; many of these effects are reversible with abstinence, but others are not.

Warning! The Christmas Office Party—treat with respect and don't **Binge Drink!!**

AFTER HOURS GP CLINICS – Private Billing

Mercy After Hours GP Clinic

Phone: 9370 4200
 Mercy Hospital, Cnr Thirlmere & Ellesmere Rds,
 Mt Lawley

Swan After Hours GP Clinic

Phone: 9347 5488
 Swan Districts Hospital, Eveline Road, Middle Swan

Joondalup After Hours GP Clinic

Phone: 9400 9988
 Joondalup Health Campus, Shenton Ave, Joondalup

Royal Perth After Hours GP Clinic

Phone: 9202 1660
 RPH, Cnr Lord & Goderich Sts, Perth

EMERGENCY SERVICES

Royal Perth Hospital, Wellington St, Perth
 Phone: 9224 2244

Swan District Hospital, Eveline Road, Middle Swan
 Phone: 9347 5244

Joondalup Health Campus

Cnr Grand Blvd & Shenton Ave, Joondalup
 Phone: 9400 9400

Princess Margaret Hospital

Roberts Rd, Subiaco
 Phone: 9340 8353

King Edward Memorial Hospital for Women

374 Bagot Rd, Subiaco
 Phone: 9340 2222

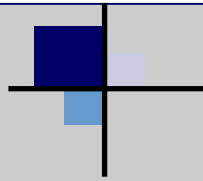
Sir Charles Gairdner Hospital

Hospital Ave, Nedlands
 Phone: 9346 3333

St John of God Hospital – Murdoch

100 Murdoch Drive, Murdoch
 Phone 9366 1111

Poison Info Line 13 11 26



Third Avenue Surgery uses an Interpreter Service for patients who do not have an understanding of the English language. Please ask either the reception staff or your doctor if this service is required.

Prostate Cancer

Prostate cancer occurs mainly in men over 50 years and is the most common male cancer after skin cancer. Many men are aware of others at the same age who have been diagnosed with prostate cancer. This raises the questions: what is my risk? Should I be tested?

Make an appointment to discuss this issue with you doctor.

In Case of Emergency

Our After Hours Locum Service can be contacted on 13 26 60

Please note that consultation fees went up by \$5.00 on 1 November 2009



We're on the web
www.3rdave.com.au