



NEWSLETTER—YOUR SURGERY

THIRD AVENUE SURGERY

779 BEAUFORT ST, MT LAWLEY 6050
PHONE: 9272 5533 FAX: 9272 3420

February 2010

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, colposcopies 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.

DR TRACEY KING MBBA

Interests: Family and Women's health and counselling.

DR CATHERINE COLLINS MBBS FRACGP

Interests: Children, adolescent and women's health.

Our Nurses: Lindy, Bridget, and Lynda

Australian Organ Donor

Australian donor organ rates amongst the lowest in the world.

- Although Australia has a world class reputation for successful transplant outcomes, it also has one of the lowest donation rates.
- One organ and tissue donor can save the lives of up to ten people and significantly improve the lives of dozens more.
- 90% of Australians support organ and tissue donation but only 30% of those discuss their donation wishes with their family.
- Around 1700 people are on Australian organ transplant waiting lists at any one time and the average wait is from six months to four years.
- In 2009 less than half of the demand for organs was able to be met.
- In 2009 Australia had 11.3 donors per million people and in 2008 it was 12 donors per million people. Spain had 34, USA 24, Estonia 23, Italy 21 and UK 15.

If these statistics are of concern to you why not visit the website on organ donation and discover more. donatewest.health.wa.gov.au

On this website you will discover all that you need to know about organ donation.

Information covered includes:

- Questions answered.
- Myth busters.
- Facts and statistics.
- Family support.
- Stories of Hope.

Please help yourself to a brochure located at the reception desk.

IMMUNISATION CLINICS

Third Avenue Surgery runs Immunisation Clinics for all children /adult vaccinations on Monday between 11am and 1.00pm and on Wednesdays 2.00 to 4.00pm.

The clinics are conducted by a practice doctor and nurse

Please call the surgery for an appointment in these times for your families vaccination requirements

Phones Open 8:00am 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.

OVARIAN CANCER

One in 70 women will develop ovarian cancer in their lifetime.

Every year in Australia around 1500 women are diagnosed with ovarian cancer and more than 850 women will die from the disease.

Unfortunately, when most women are diagnosed, their cancer will be at an advanced stage, where the cancer has spread and is very difficult to treat successfully.

More than half these women will not live for five years after their diagnosis.

But... if ovarian cancer is found in the early stages, up to 95% of women will be alive and well after five years.

More women need to be diagnosed at an early stage when ovarian cancer is very treatable.

There is currently no reliable early detection test or screening program for ovarian cancer.

Until there is a test, awareness is best.

Ovarian cancer has previously been called a silent killer, but we now know that the symptoms are NOT silent.

Almost all women with ovarian cancer experience symptoms, even in the early stages.

Visit ovariancancer.com.au for more information on symptoms or ask your doctor.

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.

New Doctor

In January this year we welcomed to Third Avenue Surgery a new female doctor—Dr Catherine Collins. Dr Collins is a very welcome addition to the team at our surgery.

Dr Collins graduated from UWA in 2004 and initially worked at Fremantle Hospital and Princess Margaret Hospital.

She then went on to further work in occupational medicine and then worked in the rural areas of Geraldton and Albany.

Her special interests are children and adolescent health.

She has also completed studies in Sexual and Reproductive Health.

Dr Collins hours are: Monday, Thursday and Friday all day. Wednesday afternoon only.

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.

Please ask reception staff for a Change of Details Form.

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

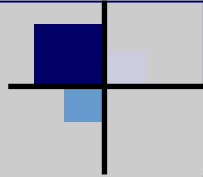
Sir Charles Gairdner Hospital

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.

National Condom Day -

Falls on 14 February—Valentines Day when the focus is on romance and passion.

Show your partner you care by practicing good health and responsibility and use a condom.

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