



NEWSLETTER—YOUR SURGERY

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

June/July 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, colposcopy 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

Bowel Cancer Australia

Celebrity Chef—George Calombaris.

Celebrity chef George Calombaris is getting out of the kitchen to take on Australia's second biggest cancer killer, working together with Bowel Cancer Australia as an Ambassador.

George will combine his culinary expertise and personal experience to highlight how healthy eating, lifestyle and awareness of family history can greatly reduce the risk of developing bowel cancer.

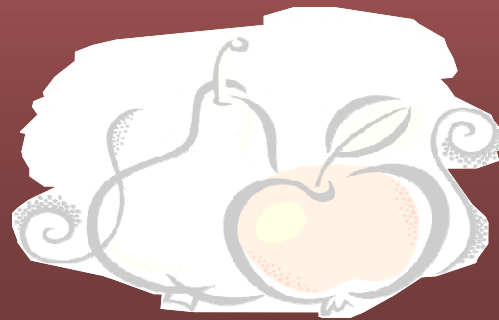
George's father, Jim, has been diagnosed with bowel cancer twice—once when George was only 6 years old and again when he was 16. The second diagnosis was discovered through regular screening.

Bowel cancer is one of the most preventable, beatable and treatable of cancers, with many Australians dying because they are simply unaware of the risk and the need for screening.

"It is this lack of awareness that I hope to change," Mr Calombaris said.

If caught in time 90% of bowel cancer cases can be treated successfully.

For a full and comprehensive coverage on bowel cancer information go to www.bowelcanceraustralia.org



FLU VACCINATIONS

Just a reminder that it is flu season and flu vaccinations are available—it isn't too late to have yours!

Flu vaccinations are free to everyone over the age of 65, who suffers from asthma, a chronic medical condition or are pregnant.

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 \$50.00for 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.

		
	<p>Sophie McGough—Diabetes Dietician</p> <p>Wednesday 16 June was the last day for Sophie. Sophie’s second child is due soon and she will return in twelve months time.</p> <p>We wish Sophie well in the coming months as she once again experiences the joys of motherhood and look forward to her return to Third Avenue Surgery next year.</p>	
		

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.

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/or nurse

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

Have you been waiting too long? Don't forget that you need to let a receptionist know that you have arrived for your appointment.

If you have been waiting for what seems an excessive amount of time please ask one of our reception staff if your doctor has been held up.

We do endeavour to keep patients informed but during busy times this may have been overlooked.

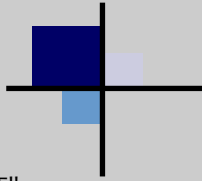
**Patient Details and
Emergency Contacts**

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.

Dear Patients

A big thank you to all who participated in making our Biggest Morning Tea another success. Once again due to your support and the contribution of the staff, and some of our patients, in preparing wonderful food we were able to raise a substantial amount. In all a total of \$1,000 was raised. A wonderful effort by everyone involved.

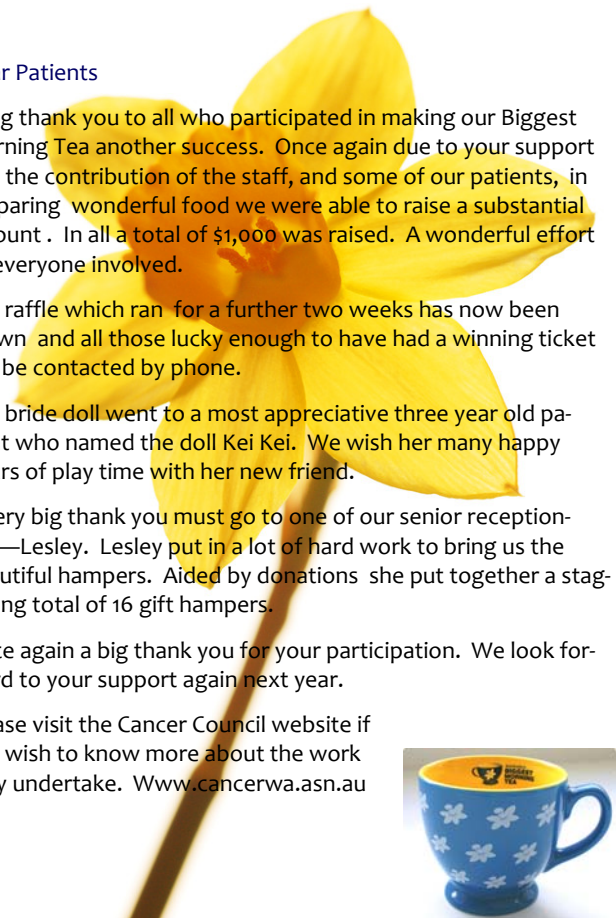
The raffle which ran for a further two weeks has now been drawn and all those lucky enough to have had a winning ticket will be contacted by phone.

The bride doll went to a most appreciative three year old patient who named the doll Kei Kei. We wish her many happy hours of play time with her new friend.

A very big thank you must go to one of our senior receptionists—Lesley. Lesley put in a lot of hard work to bring us the beautiful hampers. Aided by donations she put together a staggering total of 16 gift hampers.

Once again a big thank you for your participation. We look forward to your support again next year.

Please visit the Cancer Council website if you wish to know more about the work they undertake. www.cancerwa.asn.au



In Case of Emergency

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



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