

**OTHER SERVICES AVAILABLE AT
THE PRACTICE**

Diabetes Educator
Cheryl Nankivell

**EMERGENCIES AND AFTER HOURS
TREATMENT**

Milton Ulladulla Hospital 4454 9100

AMBULANCE 000

**ULLADULLA MEDICAL CLINIC
PRACTICE INFORMATION**

GENERAL PRACTITIONERS

Dr Matthew Allan B. Pharm, MBBS, FRACGP, DCH

Dr Francesco Rossi MBBS (UNSW) Dip OHSM

Dr David Wall BSc, MBBS, FRACGP

Dr Yen-yi Jessica Chua MBBS (Hons), BSc(Physiotherapy), FACRRM

Dr Joshua Boom MD, LLB (Hons 1), BE (Hons 1) FRACGP

Dr Owen Tsao BMed, MD, FRACGP

Dr Ashlee Mychael MBBS, FACRRM MMed (Paediatrics)

Dr Jessica Osborne BMed Sci, MBBS, FRACGP

Dr Steve Davis MD (UOW) B Ed-PHE (UOW)

Dr Ayesha Noureen MBBS, CWH

Dr Yunhua Queenie Tang MD

Dr Keerthana Sivarasa MBBS (UWS) BMedSc

ULLADULLA SURGERY

Shop 6, Philip Centre, Princes Hwy

Ulladulla NSW 2539

Phone: 02 4455 1291

Fax: 02 4455 1571

Surgery hours: Monday – Friday 9am – 5pm

Closed weekends and public holidays

Information updated September 2024

DOCTORS AT THE PRACTICE

Dr Matthew Allan B. Pharmacy, MBBS, FRACGP, DCH

Dr Allan consults Monday, Wednesday, Thursday and Fridays. His interest is in family medicine, and he has completed a diploma of child health (DCH) at Westmead Children's Hospital.

Dr David Wall BSc, MBBS, FRACGP

Dr Wall consults Monday, Tuesday, Wednesday and Friday. His interests include all aspects of family medicine with a particular interest in paediatrics and skin cancer medicine.

Dr Joshua Boom MD, LLB (Hons 1), BE (Hons 1) FRACGP

Dr Boom consults Monday, Tuesday, and Friday. He also works at the Milton Ulladulla Hospital.

Dr Francesco Rossi MBBS UNSW Dip OHSM

Dr Rossi's special interests include preventative medicine and patient education. Dr Rossi consults Tuesday, Wednesday and Thursday.

Dr Yen-yi Jessica Chua MBBS(Hons), BSc(Physiotherapy), FACRRM

Dr Chua consults Wednesday, Thursday and Fridays. Her interests include all aspects of family medicine.

Dr Owen Tsao BMed, MD, FRACGP

Dr Tsao consults Tuesdays and Thursdays

Dr Ashlee Mychael MBBS FACRRM MMed (Paediatrics)

Dr Jessica Osborne MBBS, BMed Sci, FRACGP

Dr Jessica Osborne consults Thursday and Fridays

Dr Steve Davis MD (UOW) BEd – PHE (UOW)

Dr Davis consults Mondays, Tuesdays and Fridays

Dr Ayesha Noureen MBBS, CWH

Dr Ayesha Noureen consults Monday, Thursday and Friday

Dr Yunahua Queenie Tang MD

Dr Tang consults Monday – Friday

Dr Keerthana Sivarasa MBBS (UWS), BMedSc

Dr Sivarasa consults Monday - Friday

STAFF AT THE PRACTICE

REGISTERED NURSES

Andrea Bewley – Nurse Manager

Bernadette England

Leanne Ewin

Sharon Thornton

Kate Wardner

Michelle Semmens

Jenna Brown

ADMINISTRATION STAFF

Lainie Ewin – Assistant Practice Manager

Coralee Evans

Jenny Ryan

Lisa Doldissen

Janelle Desborough

Aletheia Minassian

Lisa Kann

Elle Donnellan

Jenny Donohue - Bookkeeper

BUSINESS/PRACTICE MANAGER

Maria O'Brien BA (USyd) B.Bus (UTS) Dip Pract Mgt (UNE), CPM, FAAPM

FEEDBACK AND COMPLAINTS

Doctors and staff at this Practice are committed to providing you with a high standard of patient care. Patient input plays an important role in helping us improve care to our patients. If you have a suggestion, please place these in the suggestion box available at reception. All suggestions are then discussed at the staff meetings and if possible acted upon.

If you have a complaint, please either phone or write to the Practice Manager or your doctor stating the nature of the issue. We always endeavour to resolve complaints directly with the patient, however if you are unsatisfied the NSW Health Complaints Commissioner can be contacted by the practice or the patient for advice and possible mediation. Contact details: 1800 043 159.

MANAGEMENT OF PATIENT HEALTH INFORMATION

Your medical document is a confidential document. The practice ensures that only authorised members of staff have access to your information and that all staff complies with the *Privacy Amendment Act 2000*.

Patients of our practice have the right to access their personal health information under the *Privacy Amendment (Private Sector) Act 2000*. The Practice requires all requests for health records in writing addressed to your GP.

TRANSFERRING MEDICAL RECORDS

Should you wish to transfer your records to another treating doctor we require the patient to:

- Speak to your new practice and ask them to fax a transfer of medical records form to us
- This form must be signed by you for us to transfer your records

We will then transfer your records to your new practice. There is no charge to transfer your medical records to another doctor at a different practice.

FAILURE TO ATTEND FEE

We understand that there may be occasions when you are unable to keep a scheduled appointment. We ask that patients phone ahead, giving us as much notice as possible, and tell us. This will enable us to rebook an appointment for you and open that appointment for another patient.

Failure to provide the practice with sufficient notice could mean that you will be charged a \$40 failure to attend fee.

OUR PRACTICE

The Ulladulla Medical Clinic holds full accreditation with AGPAL. We offer general medical care from babies through to the elderly.

Services include:

- Skin cancer checks
- Minor surgery
- Immunisations including travel
- Travel advice
- Health Assessments
- Well person checks
- Ante-natal and post-natal care
- Diabetes management

APPOINTMENTS

Please phone to make an appointment with your preferred doctor during business hours.

We keep a few times open for urgent problems that will be dealt with promptly. Our reception staff may request a brief explanation of the problem when there is a shortage of urgent appointments.

If you anticipate your consultation will take more than 10 minutes with the doctor please make a long appointment.

Long consultations are required for:

- New patients
- Multiple problems/complex issues
- Medical examination for employment or insurance needs

ONLINE APPOINTMENTS

Patients can also make appointments with their doctor online through the Hot Docs Online booking service. If you google the Ulladulla Medical Clinic and select : <https://www.hotdoc.com.au/medical-centres/ulladulla-NSW-2539/ulladulla-medical-clinic/> all available appointments will appear once you click on the link.

YOUR TEST RESULTS

Please phone the practice after 2.00pm Monday – Friday 5 working days after having your test.

The receptionist will inform you if you need another appointment with the doctor to discuss the result, or if no appointment or action is necessary.

PLEASE PHONE TO CHECK DOCTOR IS RUNNING ON TIME

The surgery makes every effort to make sure you will be seen on time. However, it is always advisable to phone half an hour before your appointment to check that your doctor has not been delayed. Reception may also contact you if there is a lengthy wait, so please ensure we have your correct phone number.

FEES

The Ulladulla Medical Clinic is a privately billing practice. Discounts are available for aged pensioners and health care card holders.

We currently bulk bill Veteran Affairs gold card holders.

Standard Consultation fees:

Non concession \$85.00

Aged Pensioners & Health Care Card Holders \$77.00

Longer appointments and procedures will incur extra costs. A fee schedule is located at reception and in the waiting area.

PLEASE NOTE: Full payment on the day of the consultation is required. The surgery does not issue accounts. EFTPOS and credit cards facilities are available. Personal cheques are not accepted.

TELEPHONE MESSAGES

Telephone messages will be taken by the receptionist and passed on to the doctor who will respond as soon as they can. Emergency calls will be answered immediately by either the doctor or the nurse on duty.

REMINDER SYSTEMS

The Ulladulla Medical Clinic has a reminder system for patients. This is managed by your treating doctor.

HOME VISITS

These are available for patients of the practice who are unable to attend an appointment at the surgery due to their medical condition.

CLINICS

Please book directly with the nurse for:

- Dressings
- Injections
- Removal of stitches
- Ear syringing
- Immunisations