

## Practice Information Windermere Street

### Opening hours

Monday to Friday: 8:30am to 5:30pm

Saturdays, Sundays & Public Holidays: Closed

### Doctors

Dr Javed Ahmad

Dr Sangesh Chaudhary

Dr David Cruickshanks

Dr Paul Kurian

Dr Shantini Rasiah

Dr Beata Zoltkowski

### Diabetes Nurse Practitioner/ Diabetes Educator

Elizabeth Kinnersly

### Services provided

Chronic disease management

Corporate medicals

Diabetes Education

Doppler

ECG

Family planning and shared care

General medicine

Immunisations

Medicals

Mental health

Men's health

Minor procedures

Occupational Health

Paediatrics

Preventative health

Spirometry

Travel medicine

Women's health

### Long consultations

We recommend that you schedule a longer appointment for women's health, musculoskeletal injuries or if you have several issues to discuss with your GP.

### Telehealth

Telehealth consultations are available in lieu of face-to-face consultations for follow up appointments only. Telehealth consultations can be booked online via [www.ufsmmedical.com.au/book](http://www.ufsmmedical.com.au/book) or via reception. Fees may apply.

### Women's health clinics

UFS Medical holds dedicated women's health clinics with our qualified female Pap test providers at our Doveton Street and Sebastopol medical centres; our nurses can also provide education on menopause, contraception, breast health and menstrual issues. Appointments are 30 minutes in length with a fee of \$35 (\$30 for UFS members). Please see reception for further information or to book an appointment.

### Online appointments

Appointments can be made online via [www.ufsmmedical.com.au/book](http://www.ufsmmedical.com.au/book)

## Home visits

Home visits may be available by appointment, please phone reception for more information.

## After-hours care

Please phone your practice if you require our after-hours service and follow instructions for the on-call GP. The Ballarat Urgent Care Clinic is available for urgent care that's not an emergency, open from 10am to 10pm every day of the year (including all public holidays). Visit [www.ufsmedical.com.au/ucc](http://www.ufsmedical.com.au/ucc) for more information.

## Fees and billing arrangements

24 hours' notice is required for cancellation or rescheduling of all appointments. Late cancellation and non-attendance fees apply. If you would like any information regarding our practice fees, please see our reception staff and if you are referred for investigative tests or referred to a specialist, please ask your doctor about costs that may arise for referred services.

## Bulk Billing

We understand that the cost of living is impacting many in our community. At UFS Medical, we provide the highest quality care while ensuring it is accessible to as many people as possible. Bulk-billing is available to the following patients:

- Pensioners
- Healthcare Card Holders
- DVA Card Holders
- Children under the age of 16

## Our standard fees are:

	UFS Members*	Non-Members
Short GP Consultation	\$47.85	\$51.00
Standard GP Consultation	\$92.00	\$97.46
Long GP Consultation	\$175.00	\$185.23
Prolonged Consultation	\$245.00	\$258.65
Women's Health Consultation	\$30.00	\$35.00

\* Please note UFS Members receive a 10% discount off the 'gap' of all general practice consultations.

## Diabetes

Liz Kinnersly is a credentialed Diabetes Educator/Nurse Practitioner. Liz can provide diabetes care to patients in two capacities:

### 1. Diabetes Educator

Patients on a Diabetes Care Plan are eligible for a Medicare rebate. Patients without a Diabetes Care Plan are required to pay the standard fee.

	Standard Fee	Concession Fee
Diabetes Education	\$90.00	\$80.00

### 2. Diabetes Nurse Practitioner

All visits to see Elizabeth Kinnersley as a Nurse Practitioner are eligible for a Medicare rebate. Patients can self-refer but a health summary and recent pathology from your GP will help support your care.

	Standard Fee
Initial Consultation	\$90.00
Review Consultation	\$70.00

## Results

Patients are requested to phone reception or schedule an appointment to receive their test results. Patients will be asked to confirm their name, address and date of birth prior to receiving test results over the phone. Results will only be released directly to a patient or to the legal guardian or medical power of attorney of a patient; results will not be released family members.

## Recall and reminder system

UFS Medical has a recall and reminder system in place for all patients requiring follow up appointments for immunisations, Pap tests, health assessments, care plans, pathology and general reviews. Please advise your doctor if you do not wish to be included in this service.

## SMS service

UFS Medical offers an appointment text message reminder service. A reminder text message will be sent to you the day prior to your appointment. Please see our reception staff if you wish to be included in this service.

## Interpreter

Interpreter services can be arranged for consultations. Please let our reception staff know if you would like an interpreter scheduled for your next consultation.

## Pharmacies

The Sturt Street UFS Pharmacy located at 717 Sturt Street is open 7am to 11pm, 7 days a week.

## Medical students

UFS Medical proudly supports the next generation of General Practitioners by hosting medical students from Deakin University and The University of Melbourne. Signage is placed in the waiting area when we have students in the medical centre. Please let reception know if you do not wish to participate in a medical student consultation.

## Accessing personal health information or updating your personal information

Access UFS Medical's comprehensive privacy policy here: [www.ufsmedical.com.au/privacy](http://www.ufsmedical.com.au/privacy)

## Australian Clinical Labs Pathology Service

Australian Clinical Labs is a leading provider of pathology services in Australia and has been providing pathology services across Western Australia and Victoria for more than 70 years and are conveniently located in our medical centres as follows:

**Doveton Street UFS Medical** - Monday to Friday: 8am to 5pm (closed 1pm to 2pm)

**Windermere Street UFS Medical** - Monday to Friday: 8.30am to 12.30pm

**Sebastopol UFS Medical** Monday to Friday: 8.30am to 12.30pm

Closed weekends and all public holidays For more information please phone 5333 5575.

## Feedback, suggestions or complaints

UFS Medical values continuous improvement and takes complaints and feedback seriously. If you are not satisfied with our service, please contact us. If you remain dissatisfied with our response, you may wish to contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: fill out a complaint form online at [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) or phone 1300 582 113 during business hours.

## Accredited General Practice



**Accredited  
General Practice**

UFS Medical is proudly an accredited general practice. We strive to provide excellence in healthcare and meet the high standards for general practice set by the Royal Australian College of General Practitioners.