202 Doveton Street North, Ballarat, 3350
P: (03) 5364 9100 | F: (03) 5364 9150
E: doveton@ufsmedical.com.au

Practice Information Doveton Street

Opening hours

Monday to Friday: 8am to 5:30pm
Saturdays, Sundays & Public Holidays: Closed

Doctors

Dr Sherin Akter
Dr Robina Ali
Dr Wallace Chan
Dr Fazal Chaudry
Dr Neha Choudhary
Dr Karishma Dsouza
Dr Sarah Iqbal
Dr Mehreen Khan
Dr Ben Lam
Dr Tu Le
Dr Hina Masood
Dr Fiona Newton
Dr Nazmin Sultana
Dr Hannah Walker
Dr Andrew Webster
Dr Mehul Zaveri

Physiotherapists

Janet Brown and Cameron Snowden

Exercise Physiologist/Physiotherapist

Bindu Sharma

Dietitian

Sally Fyffe

Diabetes Educator

Li Yen Hoo

Podiatrists

Ben Du and Kym Procaccino

Services provided

Audiometry
Australian Clinical Labs Pathology
Chronic disease management
Corporate health
Corporate medicals
Diabetes Education
Dietetics
Doppler
ECG
Family planning and shared care
General medicine
Immunisations
Medicals
Mental health
Men's health
Minor procedures
Occupational Health
Paediatrics
Physiotherapy
Podiatry
Preventative health
Spirometry
Travel medicine (incl. yellow fever)
Women's health

UFS Work Health

UFS Work Health provides pre-employment medicals and occupational health services, including return-to-work and worksite assessments, independent medical examinations and vaccination programs for a number of organisations in Ballarat and the Grampians Region.

Services are available at our Doveton Street medical centre from Monday to Friday, 8.30am to 5pm staffed by an experienced team of general practitioners with an interest and expertise in occupational health.

We have general practitioners, physiotherapy, audiology, spirometry, ECG, pathology and drug and alcohol testing facilities on-site.

For more information, please contact our Work Health Coordinator on 5364 9120 or email workhealth@ufsmedical.com.au.

Online bookings

Appointments can be made online via **www.ufsmedical.com.au/book**

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.ufsmedical.com.au/book** or via reception. Fees may apply.

Being registered with MyMedicare gives patients greater access to telehealth, you can register here: https://www.servicesaustralia.gov.au/register-for-mymedicare?context=22751

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 9am to 11pm every day of the year (including all public holidays). Visit **www.ballaratucc.com.au** 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.

GP consultation fees and bulk billing

As of 5 November, 2025, Doveton Street UFS Medical is **bulk billing all patients** with a green Medicare card for **all eligible GP consultations**, meaning there are no out-of-pocket costs to patients for a general appointment, including short, standard, long and prolonged consultations.

Please note that some procedures, vaccinations and allied health services may incur a private fee.

Our standard fees are:

	UFS Members*	Non-Members
Women's Health Consultation	$30.00	$35.00
Physiotherapy (Initial)	NA	$110.00
Physiotherapy (Review)	NA	$100.00
Dietitian (Initial)*	NA	$125.00
Dietitian (Review)*	NA	$95.00

*Pensioners and Healthcare Card holders on EPC Referral receive a discounted price.

	Fee	Concession
Podiatry (Initial)*	$120.00	NA
Podiatry (Review)*	$97.00	NA
Diabetes Education	$90.00	$80.00

Patients must have a Diabetes Care Plan to be eligible for the Medicare rebate on Diabetes Education consultations.

Diabetes Nurse Practitioner

We have a Diabetes Nurse Practitioner at our Sebastopol and Windermere Street medical centres. Please visit **ufsmedical.com.au/diabetes** for more information. A patient is welcome to self-refer to the Diabetes Nurse Practitioner, however a health summary and recent pathology from your GP will help support your care.

Women's health clinics

UFS Medical holds dedicated women's health clinics with our qualified Cervical Screening Test nurses. 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.

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. Results cannot be given out by reception.

Doctors may send an SMS text message when they have reviewed a patients results to advise of any further action required, including follow up appointment.

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

A UFS Pharmacy is located in the medical centre and is open Monday to Friday 9am to 5:30pm. 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: **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 is conveniently located in our Doveton Street UFS Medical centre. Open Monday to Friday: 8am to 5pm (closed 1pm to 2pm). Closed weekends and all public holidays.

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 or phone 1300 582 113 during business hours.

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.

AGPAL QUALITY IN PRACTICE Accredited General Practice