



General Practice Medical Centre

The Medical Centre offers a comprehensive range of General Practice (GP) services by professional and experienced General Practitioners.

We pride ourselves in the quality of health care we provide to adults and children of all ages and whole families.

Services - General Health Care

Assessment, Diagnosis and Management of Specific Health Complaints: This is provided by our Doctors and Nurses working as a health care team.

Skin Cancer Checks: This is done by our Doctors with a dermatoscope and it should be done regularly. The common sun spots can be treated by freezing with liquid nitrogen. The other skin cancers may need to be excised for diagnosis and treatment.

Procedural Treatments: Skin cancer surgery, removal of foreign bodies, insertion of Implanon and other hormonal treatments, IV fluids for dehydrated patients, catheter insertion, application of plaster of Paris for fractures, IV antibiotic therapy, wedge resection or removal of ingrown toenails, suturing of lacerations, resuscitation and stabilisation of patients.

Milton Hospital: Our Doctors can admit patients to Milton hospital for further complex care. Dr Le can admit patients to Milton hospital for these operations: vasectomy, carpal tunnel release, complex skin cancer surgery. For more information speak to one of our friendly staff.

Pathology Investigation: Onsite blood collection centre.

Disease Prevention: Health assessments for 75+ years, 45-49 years, Aboriginal and Torres Strait Islander (ATSI) patients, and 4 year old children.

Chronic Disease Management: Provided by our Doctors and Nurses collaboratively in planning and review for conditions such as diabetes, emphysema, asthma, osteoporosis, arthritis, heart failure, etc.

Pharmacological Treatments: Regular review of medications and effects by our Doctors, referral to community pharmacists for Home Medicines Review where necessary.

Clinical Treatment and Monitoring: Our Nurses have a dedicated treatment room for wound dressing, immunisations, spirometry, doppler, ECG and INR testing.

Home Visits: Provided by GPs and Nurses for nursing home residents, palliative care patients and for health assessments.

Early Childhood Health Checks and Immunisation Services: Provided by our Doctors and Nurses.

Indigenous Health: Registration for Closing The Gap program, ATSI health assessment, immunisation, diabetes self-management and risk screening.

Maternity Services: Shared care arrangements provided in collaboration with the patients' obstetrician and/or hospital maternity services.

Telehealth Services: We are equipped to allow for telehealth specialist consultation services.

Day Hospital: We are an Accredited Private Day Hospital providing Endoscopy services (Gastroscopy, Colonoscopy and Capsule Endoscopy or 'Pillcam'), Iron Infusions, Cataract Surgery, and skin cancer surgery. For further information please speak to one of our friendly staff.

General Practitioners

Dr Kevin Le (MBBS, FRACGP, FARGP, FACRRM)

Honorary Clinical Lecturer, Wollongong Medical School

Dr Le consults as a General Practitioner and he is also a GP Surgeon. Dr Le was awarded his Bachelor of Medicine and Surgery from the University of Sydney in 1997. He obtained Fellowship with the Australian College of General Practitioners in 2003. He went onto further training in Endoscopy and Surgery and is our principal Endoscopist. He was awarded Rural Registrar of the year in 2005 by the Australian College of Rural and Remote Medicine. He soon became a Fellow with the College and received recognition from the Gastroenterological Society of Australia and the Joint Consultative Committee on Surgery for his training in Endoscopy and Surgery.

As a Visiting Medical Officer at Milton Hospital, Dr Le looks after patients in Emergency and on the wards. He performs surgery in the hospital's theatre for complex skin grafts, carpal tunnel syndrome, vasectomy, inguinal hernia repair and excision of pilonidal abscesses.

Dr Jessie Hoang (MBBS, FRACGP)

Honorary Clinical Lecturer, Wollongong Medical School

Dr Hoang consults as a General Practitioner and is

also a GP Anaesthetist. Dr. Hoang was awarded her Bachelor of Medicine and Surgery from the University of Sydney in 1997 and obtained Fellowship with the Australian College of General Practitioners in 2005. Her training in anaesthetics is recognised by the Joint Consultative Committee of Anaesthesia.

Dr Bilal Nasir (MBBS)

Dr Nasir consults as a General Practitioner. He was awarded his Bachelor of Medicine and Surgery from the Bahauddin Zakariya University, Multan, Pakistan in 2002. He has lived and worked in Australia since 2006. Having worked in psychiatry, emergency and geriatrics, he feels that his experience in many fields would make him a great GP. He has also completed a Masters in Public Health at the University of New South Wales in 2008.

Dr Chris Harmon (LMCC (Canada), DA (UK))

Dr Harmon is a GP Anaesthetist. He graduated from Queens University in Canada 1976. He completed post graduate training in New Zealand, Australia and Diploma of Anaesthesia in London in 1979. Dr Harmon practices as an Anaesthetist at our clinic and at Batemans Bay, Bega and Moruya.

Practice Information

Making Appointments

Appointments can be booked between **9.00 am and 5.00 pm Monday to Friday**.

Every attempt will be made to provide you with an appointment with your doctor of choice at the most suitable time, otherwise staff will discuss with you an alternative arrangement. The duration of a standard consultation is up to 15 minutes—please advise the staff to book for a long consultation if required. Home visits are also available if circumstances dictate.

If you require **URGENT ATTENTION** or an **URGENT APPOINTMENT** please tell our staff. You will be assessed by a Nursing Sister first and will be seen by the doctor as soon as possible.

In an **Emergency call an Ambulance on 000**.

After Hours

As the practice is closed after 5pm, for after hour emergencies you will need to call 000 for an ambulance **or attend Milton Hospital** (or your nearest local hospital). Milton Hospital is located on the Princes Highway at Milton, Tel: 4455 1333. Dr Le works at Milton hospital on a roster system with other local doctors to look after patients after normal working hours.

Telephone Calls

Interruptions during the course of a consultation can be very distracting for both doctor and patient. If the doctor is consulting, your call will be returned as soon as the doctor is free. If you require **URGENT ATTENTION**, please inform the staff. One of the Nursing Sisters will speak with you and convey your situation to the doctor.

Practice Information

Test Results and Repeat Prescriptions

Results - Our doctors review all test results. Results will be discussed at a follow-up visit with your doctor. Please note that results are not available by telephone.

Scripts - If you are on medication, it is important you are reviewed regularly. Please make an appointment with your doctor **before** your prescription runs out. We cannot issue scripts without a visit to the doctor.

Fees

The Ulladulla Endoscopy and Medical Centre is a privately billed practice. We do bulk bill children under the age of 16 so as to help families minimise their medical expenses and cost of living.

Payment on the day of consultation is required. We may bulk bill for dressings, immunisations, vaccinations, and blood pressure checks done by our Practice Nurses. However, our Doctors DO NOT routinely bulk bill for consultations or procedures. Consultation fees are displayed in the reception area and the receptionists can provide details regarding other fees relevant to you. Health Care Card holders and pensioners are given varying discounts and Mastercard, Visa and EFT-POS facilities are available.

Reminder System

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. If you do not wish to be part of the system please let us know.

Management 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 and to ensure that this information is only available to authorised members of

staff. We abide by the principles of the Privacy Act 1988 and the Australian Privacy Principles available at www.oaic.gov.au.

Access to your Medical Records

If you wish to access your medical records, you can make a written application to Dr Le or Dr Hoang. The fee for the service cannot be claimed back from Medicare.

Patient Feedback, Complaints and Congratulations

The practice welcomes your suggestions regarding the services we provide and how we may be better able to assist our patients. If you would like to make a comment, complaint, or recommendation about any aspect of care you have received from the practice, please feel free to talk to the doctors, receptionist, director of nursing or practice manager. Alternatively you can write to us at PO Box 110, Ulladulla, 2539.

If you feel we have not handled your complaint appropriately, please contact the Health Care Complaints Commission website: <http://www.hccc.nsw.gov.au/Complaints>.

RACGP Training & Undergraduate Medical Students

The Practice participates in the RACGP Training Program and regularly has registrars on site. Patients are advised of this with a notice in the waiting room. If undergraduate students are on practice placement here and observe doctors' consultations, then the patient is asked for his/her consent. Each patient is given a written note describing our involvement in this medical training program with details of the process we follow.

No Smoking Policy

There is a strict no smoking policy at the centre for all patients, staff and visitors on the premises.



Accredited by the
Australian General Practice Accreditation Limited

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