

**Dr Stephen Whitfield MBBS FRACGP** – Principal Doctor  
Monday, Tuesday, Thursday, Friday & Every 4<sup>th</sup> Saturday

**Dr Catherine Pham MBBS BMedSc (Hons) DCH FRACGP**  
Tuesday, Wednesday, Friday & Every 4<sup>th</sup> Saturday

**Dr Ratna Selvarajah MBBS (UNSW), CSCT**  
Every 2<sup>nd</sup> Monday, Tuesday to Friday  
Every 4<sup>th</sup> Saturday

**Dr Lyo Ohnuki MBBS BBiomedSc FRACGP**  
Tuesday, Thursday & Every 4<sup>th</sup> Saturday

**Dr Jessica Swann MBBS BSc DCH FRACGP**  
Monday, Wednesday, Thursday & Every 4<sup>th</sup> Saturday

**Dr Shelley Griffiths MBBS BSc DCH FRACGP**  
Monday to Thursday & Every 4<sup>th</sup> Saturday

**Dr Ranjini Lakshminarasimhan MBBS FRACGP DCH**  
Tuesday and Wednesday – Skin Checks/Procedures only

**Dr Mitra Hashemi MBBS FRACGP**  
Tuesday, Wednesday, Thursday & Every 4<sup>th</sup> Saturday

**Dr Frank Goderie MBBS FRACGP**  
Monday, Wednesday, Friday & Every 4<sup>th</sup> Saturday

#### **Nursing Staff**

Nicole RN  
Sarah-Jane RN

#### **Receptionists**

Sara (Practice Manager)  
Anna, Carmen, Martha,  
Lauren and Jasmine

#### **Contacting us**

Doctors in the practice can be contacted via telephone during surgery hours. If your doctor is occupied by a consultation, the receptionist will take your message and your call will be returned by the doctor as soon as possible. In the event of an emergency, calls will be put through to a nurse or doctor.

#### **Online booking**

available through our website at  
[www.figtreesurgery.com.au](http://www.figtreesurgery.com.au)

#### **Email**

Please note email communication is for non-clinical and non-urgent matters only.

#### **Results**

If your doctor requests any tests be performed it is the responsibility of the patient to make a follow up appointment. Results may not be given over the phone by reception staff. Results are downloaded and reviewed daily

#### **Home visits**

If you are a regular patient of the practice and are unable to attend the surgery due to your medical condition, a home visit may be arranged to your residence, including nursing homes. A fee of \$150-\$300 will apply depending on your location and the complexity of the medical problem. (Medicare rebate from \$66.50)

#### **After-hours care**

Radio Doctor Illawarra Ph:4228 5522  
24hour Health Direct Line Ph:1800 022 222

#### **Southern IML Pathology Figtree**

Available next door – 177 The Avenue  
Monday to Friday 8am to 4pm  
Closed for Lunch between 1 pm to 1:30 pm

#### **Translating and interpreting services**

Available, if required.

#### **Confidentiality**

Information collected from you, concerning you with regard to your medical health and treatment, and information disclosed during consultations will remain confidential and will not be released to a third party without your written consent except in an emergency situation or when compelled by law.

#### **Personal Health Information & Medical Record**

May be collected, used and disclosed for the following reasons:

- For communicating relevant information with other treating doctors, specialists or allied health professionals
- For follow up reminder / recall notices via telephone, sms and mail
- Immunisation data
- For health department reminder systems, (e.g., cervical screening reminders or familial cancer registries)
- Accounting / Medicare
- Quality assurance activities such as accreditation
- For disease notification as required by law (e.g., infectious diseases)
- For use by all doctors in this group practice when consulting with you
- For legal related disclosure as required by a court of law (e.g., subpoena, court order)
- For research purposes (de-identified, meaning you are not able to be identified from the information given)

Our practice does participate in the “Practice Incentive Program Quality Improvement Scheme” which is designed to improve patient outcomes and deliver best practice care. This involves sharing de-identified data on 10 specified measurements with our local primary healthcare network. Please let reception know if you do not wish to have your data shared in this way.

#### **Comments, complaints and suggestions**

We would like to hear any complaints, suggestions and reports of difficulties you might have regarding our practice. Please feel free to discuss any issues with your treating doctor. Alternatively, place a query/suggestion in the suggestion box in the waiting room. If you have any further enquiries or complaints that you feel cannot be resolved personally, please contact the Health Care Complaints Commission, Locked Mail Bag 18 Strawberry Hills, NSW, 2012. Ph: 1800 043 159 or Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## **Fees and Billing**

Bulk Billing is only available for DVA Card Holders

### **Brief Consultation - less than 6 mins:**

Practice Fee - \$55.00

University Student Fee - \$45.00

Concession/Children Fee - \$35.00

*Medicare Rebate - \$19.60*

### **Standard Consultation - less than 20 mins:**

Practice Fee - \$90.00

University Student Fee - \$80.00

Concession/Children Fee - \$70.00

*Medicare Rebate - \$42.85*

### **Long Consultation - less than 40 mins:**

Practice Fee - \$130.00

University Student Fee - \$120.00

Concession/Children Fee - \$110.00

*Medicare Rebate - \$82.90*

### **Prolonged Consultation - more than 40 mins:**

Practice Fee - \$170.00

University Student Fee - \$160.00

Concession/Children Fee - \$150.00

*Medicare Rebate - \$122.15*

Please advise Reception if you are booking in for a non-standard appointment, such as; Mental Health, Procedures, Pre-Employment/Insurance Medicals, Antenatal, Wound Care & Skin Checks, as other fees apply for these consultations.

Payment is required at the time of your consultation. We accept Visa/MasterCard or Cash. We offer Medicare Claiming or Easyclaims to process your rebate.

You are invited to discuss any difficulties you may have paying your fees with your treating doctor or practice manager.

### **Services available at Figtree Surgery**

As well as managing acute and chronic medical conditions, we also provide the following:

#### **Immunisation**

- Childhood vaccinations
- Yearly influenza
- Most overseas travel

#### **Women's Health**

- Family planning (contraceptive advice)
- Pre-conceptional counselling
- Ante and Post-natal care
- Cervical Screening
- Breast check and mammogram referrals
- Menopause management

#### **Men's Health**

- Prostate check

#### **Cardiovascular Risk Management**

- Blood Pressure (BP) check
- Diabetic and cholesterol check
- Exercise advice
- Dietary advice
- Quit smoking advice and encouragement

#### **Skin Check**

- Management of early skin cancer
- Biopsy, cryotherapy and excision

### **Emergency Contact Numbers**

- Police, fire, Ambulance .....000
- Wollongong Hospital .....4222 5000
- Shellharbour Hospital .....4296 6666
- After Hours Doctor .....4228 5522
- Surgery Mobile.....0455 770 021 (for hours not covered by Wollongong Radio Doctor Service)
- Poisons info line ..... 131 126
- Lifeline ..... 131 114
- Kids Helpline ..... 1800 55 1800
- Health Direct ..... 1800 022 222



179 The Avenue Figtree 2525

Ph: 4225 7822

Fax: 4225 7800

[www.figtreesurgery.com.au](http://www.figtreesurgery.com.au)

### **Opening Hours**

Monday to Friday 9am – 6pm

Saturday 9am – 1pm

## **Patient Information Sheet**



**Accredited  
General Practice**