

Pioneer Medical Centre

1291a North East Road

Tea Tree Gully 5091

Ph 8396 2522 Fax 8396 3081

www.pioneerdoctors.com



Issue 2 2015

• Practice Doctors

Dr Peter Ford

(MB, BS, Dip RACGOG, FRACGP)

Dr Peter Joseph

(AM, MB BS, FRACGP)

Dr Bunchen Yiv

(MB BS, FRACGP)

Dr Chris Elieff

(MB BS, DIP RACOG)

Dr Bryan Robertson

(MB BS, FRACGP)

Dr Penelope Need

(MB BS, DIP CH)

Dr James Moran

(MB BS, DIP CH)

Dr Stella Prescott

(currently on Maternity Leave)

• Practice Staff

Practice Manager: Debbie

Practice Nurses: Robyn, Deb,
Sophie

Practice Reception: Julie, Glenis,
Kelly, Amanda, Natasha, Ally

• Surgery Hours

Mon – Fri 8.30am – 7pm

Saturday 8.30am – 12pm

Afterhours & Emergency:

Locum Service ph 8396 2522

• BILLING ARRANGEMENTS

We are a private billing practice. Information about fees and services are available at reception. Payment at time of consultation is required.

APPOINTMENTS

Consultation is by appointment.

Booking a long appointment is important for more complex problems such as insurance medicals, health reviews, counselling, pap smears or multiple issues.

Test Results. It is your responsibility to ensure you follow up test results, Please phone after 10am to obtain these.

Reminder System. As our practice is committed to preventative health care, we may send you an occasional reminder regarding health services appropriate to your care. Please let us know if you do not wish to receive these reminders.



In times of heavy case loads, we may be unable to offer you an appointment on the day you call, unless it is a medical emergency. The definition of a medical emergency is as follows:

- Chest Pain
- Severe or Uncontrolled Bleeding
- Breathing Difficulty of any sort
- Collapse
- Unconsciousness
- Fitting
- Severe Abdominal Pain
- Severe Allergic Reaction

Please remember, however, that in the case of a medical emergency it may be advisable to call an ambulance as a priority.

For non urgent matters we can usually offer an appointment with a Practice Doctor within 24hrs. If you feel it is necessary, please give a brief outline of the problem to the receptionist and she will assist you with booking in a time.

Xrays

If you have recently had xrays, please remember to collect them from reception. We advise you to store them at home for future reference.

Any uncollected xrays will be destroyed after 6 months.

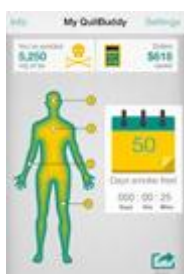
PHONE CALLS

We receive a large number of phone calls between 8.30am and 9.30am.

If you have a general inquiry, require test results, or are looking to book an appointment in advance, we ask that you please call after 10am when the practice is fully staffed.

My QuitBuddy

By QuitNow *(courtesy healthinsite)*



My QuitBuddy is a personalised app to help you get, and stay, smoke free.

You can track your quitting progress, such as days smoke-free, cigarettes avoided and dollars saved and gain motivation with the support from thousands of other people quitting through with the community board.

My QuitBuddy is a free app and can be downloaded from the Apple store, Windows store and Google store.

ONLINE APPOINTMENT BOOKINGS

Thank you to everyone who participated in our survey about online bookings. The results indicated that people would like this option, so we now have online bookings available for Drs Robertson & Moran on our website www.pioneerdoctors.com

Follow the prompts to book an appointment when it suits you.

Our staff are still available, on the phone, to assist you with appointments, just ring us on 83962522.