



WINDMILL HILL
MEDICAL

Practice
information
for you



Welcome to Windmill Hill Medical



OUR DOCTORS

Dr. Leanne Jones

BMed.Sci, MBBS, MRACGP

Dr. Tim Shaw

BMedSci, MBBS (Hons), MEdh
and LegStud (Hlth)

Dr. Peter Rogers

BSc (Hons), BMed.Sci; MBBS
(Hons), FACRRM, JCCA

Dr Natasha Vavrek

BMedSci, MBBS (Hons),
FRACGP

Dr. Glenn Clifford

FRACGP, MBBS, B.H.Sc (Acup)

Dr. Emily Goss

FRACGP, MBBS



ALLIED HEALTH PRACTICIONERS

Jane Laidlaw

Nurse Practitioner; Grad.Cert
General Practice 2009 (USC),
Master Nursing 2013 (QUT)

Amelia White

Bachelor of Health Science,
Masters of Dietetics Practice
(La Trobe), Launceston Pathology



OUR SERVICES

- Family & General Medicine
- Travel Medicine
- Dive Medicine
- Minor Surgery
- Occupational Health
- Workers Compensation
- Diabetes Assessment & Management
- Antenatal Shared Care
- Skin Cancer Medicine
- Mental Health



HOME VISITS

Doctors and other practice staff make visits to regular patients of our practice when the request is triaged as medically appropriate and it is safe to do so.

Any anticipated costs associated with home visits or alternative care systems are discussed with the patient prior to the visit.



APPOINTMENT TIMES & AFTER HOUR CARE

Consultations between 8.30am-5.30pm, excluding public holidays and are available by appointment only.

For medical emergencies
call **000 (triple zero)**

Non-urgent care:

- Health Direct **1800 022 222**
- National Home Doctor
Service **137 425 (13SICK)**
- www.tasafterhours.com



HOW TO MAKE APPOINTMENTS

New patients, urgent issues, complex medical issues, workers compensation, employment medical, dive medical need to contact the practice directly on **6776 0080**.

Walk-in appointments are assessed on urgency and availability of medical staff.



ONLINE APPOINTMENTS

Online appointments can be made through the '**HotDoc**' smartphone App which is available on the Apple App Store or the Google Play store.

Appointments can be made via the '**HotDoc**' App, 24 hours a day.



SESSION TIMES

generally sessions are 830am-1pm and 1.30-5.30pm and consultations are standard.... (this may vary between doctors)

Standard Consult is 10 minutes

Long Consult is 20 minutes

Care Plan appointments 20 minutes with nurse and 10 minutes with Doctor

Other appointments are subject to the Doctors request.



PRESCRIPTIONS

In certain circumstances repeat prescriptions can be requested over the phone. There is a \$25 fee and 48 hours' notice is required.

Prescriptions for pain medications and drugs linked to addiction "S4 & S8" restricted substances are not supplied by phone request.



TELEPHONE CALLS

Doctors are available during surgery hours for emergency advice. Our staff are experienced in managing the appropriate response to any phone request.



FEES

Standard Consult \$115.00

Long Consult \$210.00

Extra Long Consult \$340.00

Medicare rebates can be transferred immediately.

Care plans and health assessments are bulk billed.

Bulk bill 12 and under as well as full DVA card holders.

(Fees as at March 2020 and are subject to periodic review).



TEST RESULTS

We have a results line available on weekdays between 2pm – 3pm.

Please call **0499 317 565**



MANAGEMENT OF YOUR MEDICAL INFORMATION & THE PRIVACY ACT

WHM protects your personal health information in such a way it complies with the privacy act. A copy of our privacy policy can be obtained from our website or contacting reception.



FEEDBACK AND COMPLIMENTS

Please fill in a form from the practice.

You can also contact:

AHPRA **1300 419 495** or

The Health Complaints Commissioner **1800 001 170**

About Windmill Hill Medical

OUR STORY

Established in early 2019, Windmill Hill Medical is located in the well-known medical precinct of Launceston. We pride ourselves in providing quality patient-centric care in a friendly and professional manner. We are an experienced, dynamic group of doctors, nurses and administration staff.

CONTACT US

13 High Street
East Launceston,
Tasmania 7250

PO Box 1193,
Launceston
Tasmania 7250

Car Park entry is via Clarence Street.

P **6776 0080**

F **6776 0081**

E [**admin@windmillhillmedical.com**](mailto:admin@windmillhillmedical.com)

W [**www.windmillhillmedical.com**](http://www.windmillhillmedical.com)

