



# 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), MEth  
and LegStud (Hlth)

### Dr. Peter Rogers

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

### Dr Natasha Vavrek

BMedSci, MBBS (Hons),  
FRACGP

### Dr. Emily Goss

FRACGP, MBBS

### Dr Shadi Emamisadr

FRACGP MBBS

### Dr Mahdi Vakili



## ALLIED HEALTH PRACTITIONERS

### 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](http://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** \$124.00

**Long Consult** \$228.00

**Extra Long Consult** \$365.00

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).



## 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

Car Park entry is  
via Clarence Street.

P **6776 0080**

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

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

