

## Fees

Fees are to be paid at time of consultation. If you have special circumstances or hardship, please discuss it with the doctor at the time. A full price list for consultations, common procedures and vaccines is available from reception. Please ask our reception team should you have any enquiries regarding practice fees.

## Telephone Contact with the Doctors

Most medical matters are not handled well over the phone; however we do offer telehealth and video consultations where appropriate. Please be aware that the doctors may be unable to take your calls if they are in consultation with a patient. In many cases the office staff will be able to help with your inquiry.

## Email Contact with the Doctors

Our email address is;

[reception@albemarlemedical.com.au](mailto:reception@albemarlemedical.com.au)

You can expect a reply within 3 days. To protect the confidential nature of medical records please be aware that details of a clinical nature are unable to be discussed over email. For urgent medical attention please call reception on 9371 6000.

## Travel Clinic

Doctors in the Practice are government approved to provide the Yellow Fever vaccination. The practice is fully accredited to meet all international standards to assist with your travel medicine needs

## Recalls

Drs routinely send recall and reminder SMS/letters to patients regarding further consultation and assessment. Patients also have access to the diabetic register, pap screen register, bowel screening register, and childhood immunisation registers. The practice also operates a reminder system to ensure patients have access to regular health assessments and to assist in the management of chronic diseases.

Once registered patients are routinely recalled. You may advise your doctor if you object to being included in reminder systems or registers.

## Personal Health Information

Patient Information collected by this practice is accessible only by medical practitioners and will not be released to third parties without your consent. Please refer to our privacy statement for more information.

## Services

Services provided by doctors at this site include all those traditionally part of general practice as well as:

- Preventative Health Care, Health Assessments
- Child Immunisation
- Child Growth & Development Assessment
- Assessment and Treatment of Sports Injuries
- Travel Advice and Vaccinations
- Full Medical Check-ups
- Diabetes care & management
- Skin Cancer Screening
- Shared Care with Royal Women's Hospital in Randwick
- Lifestyle Counselling
- Smoking Cessation, Weight Control and Nutrition Management.
- Insurance, Pre-Employment and School Medicals
- Women's Health Care: - Contraceptive Advice, Breast Examination, Pap Smears, Menopause management.
- CAMS examinations
- Asthma: Full assessment and Management
- Workers Compensation
- Nursing services- Infusions, Dressings and wound care.

## Patient Feedback

We take pride in the services we offer and welcome any comments. There is a suggestion box in the waiting room for this purpose. Please feel free to discuss any concerns you may have with your doctor, or with the Practice Manager.

More serious complains may be directed to the Healthcare Complaints Commissioner  
PO Box K549 Haymarket, NSW 1240. Ph. 02 9219 7444.



482 OLD SOUTH HEAD RD  
ROSE BAY 2029

Ph. 02 9371 6000

Fax 02 9371 5309

[reception@albemarlemedical.com.au](mailto:reception@albemarlemedical.com.au)

<http://www.albemarlemedical.com.au>



Thank you for visiting the doctors at this practice which has provided continuous medical care in Rose Bay since 1923.

## Surgery Hours and Appointments

8:00 am - 6:00pm Monday to Friday  
Closed Saturday  
Closed Sunday

Appointments are recommended to see your preferred doctor. Appointments can be made by calling reception or through our website: [www.albemarlemedical.com.au](http://www.albemarlemedical.com.au)

A standard consultation is 15 minutes, should you anticipate that a longer appointment is needed please inform reception at the time. Cancellations with less than 24 hours' notice may be subject to a cancellation fee.

## After Hours Care

If you require after hours medical assistance of a non-urgent nature please call the National Home Doctor Service on 13 74 25. In case of an emergency outside our hours of operation please call 000.

## Home Visits

We ask you to limit requests for visits to the occasions when you are physically unable to attend. Please request visits as early in the day as possible.

Please note not all of our doctors are able to provide home visits and our area for home visits extends only to the post codes 2011 and 2021 to 2030.

## Teaching Medical Students

At times the practice takes medical students. If you do not wish to have the student present, please notify staff or your doctor when you come for your consultation.

## The Doctors

All doctors working from the practice are Vocationally Registered and have a commitment to General Practice and continuing medical education. Whenever possible it is in your best interest to see the same doctor, who then becomes familiar with your history and can therefore give you the most appropriate advice and treatment.

### Dr Graham Collins

Dr Graham Collins graduated from The Queens University in Northern Ireland. This was followed with post graduate studies in the U.K., gaining a Diploma in O&G from The Royal College in London and a Diploma in Paediatrics from The Royal College in Edinburgh. Following post graduate training, he held General Practice posts in England, Ireland, Canada, New Zealand and Bermuda before settling in Australia in 1990. Dr Collins is interested in all aspects of family medicine.

### Dr Carol Fenton-Lee

Graduated from The University of Glasgow in 1991, completing the MRCP(UK) before coming to Australia in 1994. She then completed Advanced Physician Training in Nephrology, gaining the FRACP, and was involved in research into chronic kidney disease. She has been working as a GP since 2003, and is interested in all aspects of family medicine. Dr Fenton-Lee provides shared care with Royal Women's Hospital in Randwick.

### Dr Jeff Jankelson

Graduated from the University of Witwatersrand in 1979 and obtained post-graduate qualifications in homeopathy, nutrition and natural medicine at the British Faculty of Homeopathy. He is a Fellow of the Royal Australian College of General Practitioners. He has been in general practice since 1984 with special interest in integrative medicine, combining conventional medicine with evidence-based natural medicine.

### Dr Ping Lee

Graduated from University of New South Wales in 2009 with Bachelor of Medicine and Surgery, Class I Honours in Bachelor of Medical Science. She started her training at Royal Prince Alfred Hospital, and subsequently trained in Obstetrics and Gynaecology at Royal Hospital for Women, Manly Hospital and Mona Vale Hospital before entering General Practice Training. She was awarded FRACGP in 2017.

Dr Lee enjoys all aspects of general practice, in particular women's and children's health. She is trained to insert and remove implanon, removal of IUCD and management of planned and unplanned pregnancies.

### Dr Rachel Loong

Dr. Rachel Loong graduated from the University of New South Wales in 2000 and is a fellow of the Royal Australian College of General Practitioners. She has a Diploma in Child Health, Certificate in Sexual and Reproductive Health and Certificate in Skin Cancer Medicine. In 2011, Rachel volunteered with the humanitarian organisation Doctors Without Borders in Chad. She speaks fluent French.

Rachel enjoys looking after the multi-generational family. She has particular interest in paediatrics, mental health and offers comprehensive skin cancer checks. She is passionate about supporting women throughout the different stages of life and can provide expert guidance on contraception, fertility, pregnancy and menopause transition. She is also a member of the Antenatal Shared Care Program at the Royal Hospital of Women.

Rachel is a strong advocate for preventative medicine. This year she is pursuing studies in Lifestyle Medicine which emphasises the importance of nutrition, exercise, sleep and social connection for well-being.

### Dr Colin Metz

Dr Colin Metz graduated from the University of Witwatersrand in 1981. He is a fellow of the Royal Australian College of General Practitioners and has been an Expert Committee member for the past five years. Dr Metz has special interests in executive health, chronic disease management (e.g. diabetes, heart disease, endocrine disorders, cancer, and kidney disease), mental health and sports medicine. He also holds a Masters in Business Administration and is a Member of the Royal Australian College of Medical Administrators.