

## 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. 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)

This address is checked at least twice daily, you can expect a reply from us within 24 hours. To protect the confidential nature of our medical records please be aware that details of a clinical nature are unable to be discussed over email.

## Travel Clinic

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

## Recalls

We routinely send recall and reminder 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

Our services include all those traditionally part of general practice as well as:

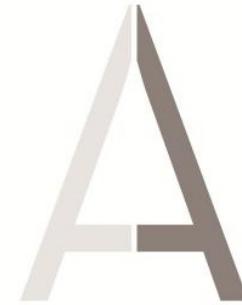
- Preventative Health Care, Health Assessments
- Child Immunisation
- Child Growth & Development Assessment
- Assessment and Treatment of Sports Injuries
- Travel Advice and Vaccinations
- Full Medical Check-ups
- Diabetes care & management
- Skin Cancer Screening
- Shared Care with Royal Women's Hospital 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

## 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 Andrew our Practice Manager.

More serious complains may be directed to the Healthcare Complaints Commissioner Locked Bag 18, Strawberry Hills, NSW 2012. Ph. 02 9219 7444.

Thank you for taking the time to read our practice information sheet. We look forward to welcoming you to our practice.



**ALBEMARLE**  
Medical Practice

**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 our practice which has provided continuous medical care in Rose Bay since 1923.

This practice is committed to providing quality holistic care.

All patients' consultations and medical records are kept strictly confidential.

## Surgery Hours and Appointments

8:00 am - 6:00pm Monday to Friday  
8:00 am - 11:00am Saturday (walk in clinic)  
9:00am - 11:00am Sunday (walk in clinic)

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.

## Script and Referral Consultations

Our doctors allocate times to assist with repeat prescriptions and referrals. No appointments are required and bulk billing is available for these clinics.

Tuesday	Dr Collins	1430 - 1500
Wednesday	Dr Jankelson	1800 - 1830
Thursday	Dr Collins	1800 - 1830

## Home Visits

Home visits are a part of our care we value greatly and we are committed to providing care at home, hospitals, retirement units, or nursing homes for the acutely ill, frail or infirm. 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.

## 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.

## Teaching Medical Students

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



## The Doctors

All doctors in 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 Sharmila Achar

Graduated from The University of Sydney in 1998 and trained a further 2 years at Royal Prince Alfred Hospital. Since then has completed her Certificate of Family Planning and FRACGP. Dr Achar enjoys working in a variety of general practice settings with special interests in Sexual & Women's Health.

### Dr Igal Augarten

Dr Augarten graduated from the University of New South Wales in 1974 and continued post graduate studies until 1977. Dr Augarten has worked in General Practice since 1977. His interests include Cardiovascular Medicine, Aged Care, Asthma and Diabetes Management, Paediatrics and Preventative Medicine.

### 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 Rachel Loong

Dr Rachel Loong graduated from the University of New South Wales in 2000. She qualified as a GP in 2006, holds a Diploma of Child Health and a Certificate of Sexual and Reproductive Health. She has recently completed a Certificate in Skin Cancer Medicine and can provide comprehensive skin cancer checks. As a new mum, Dr Loong has special interests in family planning, fertility, pregnancy and paediatrics.

### 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.