

All Round Health & Community Care



Practice Information

03 6236 9016

71 Murray Street Hobart

Email: admin@roundhealth.org.au

Visit our Website: www.roundhealth.org.au



**Accredited
General Practice**

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Opening Hours

Monday 9am to 5pm

Tuesday 9am to 5pm

Wednesday 9am to 5pm

Thursday 9am to 5pm

Friday 9am to 5pm

Saturday Closed

Sunday Closed

Public Holidays Closed



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About Us

We are a registered non-for-profit charity providing comprehensive healthcare, delivered by our Nurse Practitioners, GPs, and a range of Allied Health Professionals.

We aim to provide all-rounded, affordable and quality care, to enrich the overall wellbeing of our clients. We work with our clients, as well as their GP and any other health professionals involved in their care, to improve physical, mental and emotional health.

Our practice includes Nurse Practitioners, General Practitioners, nurses, psychologists, an exercise physiologist a dietitian and a podiatrist.

Sign up to our newsletter today!

Communication & After-Hours Care

We can be contacted via telephone or email on the details provided on the front of this brochure. We have an answering machine service outside of practice hours. Our staff aim to return telephone calls and reply to emails in a timely manner.

If you need to see a GP outside of our practice hours, we suggest you contact one of the following services:

- **After Hours Doctor Clinic (ph. 6165 2360).** 252 Main Rd, Derwent Park. Open daily until 10pm, including weekends and public holidays. Bulk-billing available.
- **Call The Doctor (ph. 1800 22 55 84).** Provides home visits after hours to most of the greater Hobart area. Bulk-billing available.

Billing Principles

For Medical Services

Concession card holders are bulk-billed.

Practice fee: \$20.00 applies if you do not hold a concession card, to be paid before your appointment. If you are having a procedure there may be a small cost, please ask reception.

A cancellation fee: \$25.00 applies if you cancel your appointment within 2 hours of the appointment, or if you do not attend.

Doctors' appointments: cancellation fee of \$50.00 applies if you cancel your appointment within 2 hours of the appointment, or if you do not attend.

Script fee: \$5.00 applies if scripts need to be faxed to a pharmacy or picked up without an appointment.

Iron infusions: fee of \$15 for concession card holders or a **fee of \$30** for non-concession card holders.

Implanon insertion: fee of \$10 for concession card holders or a **fee of \$20** for non-concession card holders.

Implanon removal: fee of \$15 for concession card holders or a **fee of \$30** for non-concession card holders.

Any additional procedural cost to be distributed at time of appointment.

Billing Principles

For Allied Health Services

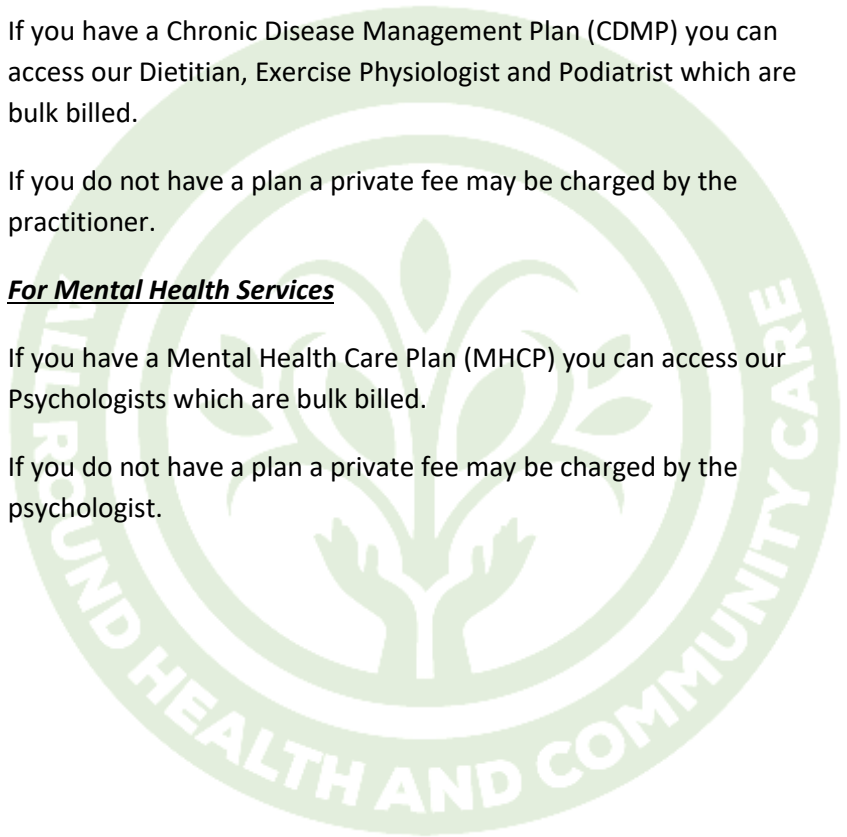
If you have a Chronic Disease Management Plan (CDMP) you can access our Dietitian, Exercise Physiologist and Podiatrist which are bulk billed.

If you do not have a plan a private fee may be charged by the practitioner.

For Mental Health Services

If you have a Mental Health Care Plan (MHCP) you can access our Psychologists which are bulk billed.

If you do not have a plan a private fee may be charged by the psychologist.



Other Services

Salt Therapy Room

\$30.00 for a 45-minute session – if you book 10 sessions you will get 2 additional sessions free

Skin Cancer Clinic

\$149.00 – (Medicare rebate \$49.00) – non concession card holders

Medical Laser Therapy

Medical laser therapy or low-level laser therapy is an alternative therapy using low power laser light on the skin.

\$30.00 per session - concession card holders \$15.00 per session

Vielight

The Vielight Neuro uses near-infrared light to improve symptoms of neurological conditions

20-25 minutes per session

\$10.00 per session – if you book 10 sessions you will get 2 additional sessions free

Hypnotherapy or Psychotherapy

\$110.00 per session

Hypnotherapy for smoking cessation

\$195.00 - 1 session is usually sufficient

Results Follow-Up Process

Our staff will ensure you have a follow-up face-to-face appointment booked with us to discuss the **results of any test or examinations**.

Results appointments do not attract a practice fee even for patients with no concession card.

Management of Patient Information

All information collected by us will be used to ensure we provide the best possible care. Your personal health information will be kept private and confidential.

Feedback & Complaints

We welcome your feedback, which can be given verbally to staff, in writing, or via our feedback and complaints form available at reception. This form can be completed anonymously. We take each complaint seriously and will try to resolve it in a timely manner. If you are unhappy with our response, you can further contact the Tasmanian Health Complaints Commission on 1800 001 170.

A Typical Patient's Journey at ARHACC

Our medical and wellness service is team based between specialised health practitioners, including Nurse Practitioners, General Practitioners, Psychologists, Dietitians, Exercise Physiologists and more, who share the care of our patients. The GP/medical team made up of Nurse Practitioners and General Practitioners.

The patient journey will begin with a triage and intake appointment with one of our Nurse Practitioners. A plan of care is developed this may include an internal referral to one of the GPs for an episode of care or to remain in the care of the Nurse Practitioner. This is a journey that is determined collectively between patient and Nurse Practitioner. Depending on clinical need and the complexity of care this may be subject to change as medical needs change or become more complex. Again, this is determined collaboratively between the patient and their clinician.

To access our bulk billed Allied Health Services, the patient will need to see one of our Practice Nurses and the GP, or visit their regular GP, to conduct a health assessment and complete a chronic disease management plan or mental health care plan, as appropriate. Our Allied Health Professionals are also available to private patients with the fee negotiated with the Allied Health Professional.

If so, the plan will be completed, and the patient will be booked in to see our allied health professionals.

All Round Health and Community Care are particularly interested in providing medical and health case management for the vulnerable and disadvantaged in our community.