55 Bathurst Road, Orange NSW
www.thewellnesshouse.com.au

(T) 02 63915900 (F) 02 63915999

(A/A) 0429943112

Practice Information Sheet

Consulting Hours

Monday to Friday - 8am to 8pm (Last appointment 7:30pm or as needed)

Saturday - 8am to 3pm

Phones are switched on at 8.30am

Appointments can be booked at any time online via **HotDoc** or our website or by phoning 63915900.

Fees

Please note, each GP works independently and autonomously.
They have set their own fees in accordance with the following schedule. Fees are subject to change at the GPs discretion.

Current as of 1st Jul 2026

Bulk Billing*

Dr Thim Chen, Dr Usha Rani, Dr Aung Moe, Dr Viraj Liyanage, Dr Buddhi Senanayake, Dr Zinah Jawad, Dr Jennifer Foong & Dr Mabel Bishnoi

*Fees might still apply to some items
*Patients without a valid Medicare card will be charged a fee

Mixed Billing

Dr Tin Khin

* Bulk billing may be available to children under 16, pensioners and health care card holders.

GP Consultation - Routine Consultation Hours	Item No	Total	Rebate	Gap
Initial (20 minutes)	36	$125.00	$87.10	$37.90
Brief (<5 minutes)	3	$55.00	$20.55	$34.45
Standard (10 minutes)	23	$85.00	$45.05	$39.95
Long (20 minutes)	36	$125.00	$87.10	$37.90
Prolonged (30 minutes +)	44	$170.00	$128.35	$41.65

Dr Deb Heron & Dr Yuka Haraguchi

* Bulk billing may be available to children under 16, pensioners and health care card holders.

GP Consultation - Routine Consultation Hours	Item No	Total	Rebate	Gap
Brief (<5 minutes)	3	$60.00	$20.55	$39.45
Standard (15 minutes)	23	$85.00	$45.05	$39.95
Long (30 minutes)	36	$170.00	$87.10	$82.90
Prolonged (30 minutes +)	44	$220.00	$128.35	$91.65

Dr Deb Heron

Please note All travel related consultations are not bulk billed

GP Consultation - Routine Consultation Hours	Item No	Total	Rebate	Gap
Non-attendance fee – to be paid prior to next appointment being booked	DNA	$10.00	$0.00	$10.00
Mental Health Care Plans – based on time taken		$200-$250		
GP Management Plans		$200		

Common Procedures/Skin biopsies/Implanon Removal and Insertion

Our practice charges a $50.00 gap on all surgical procedures to cover nursing and dressing costs. Your GP will discuss these costs with you prior to booking your procedure.

Procedure	Item No	Total	Rebate	Gap
Diagnostic biopsy of skin	30071	$112.55	$62.55	$50.00
Diagnostic biopsy of mucous membrane	30072	$112.55	$62.55	$50.00
Administration of hormone implant by cannula (including Implanon)	14206	$153.00	$103.00	$50.00
Removal or Implanon	30062	$157.90	$107.90	$50.00

Other procedures that incur a fee should be discussed with your GP prior to booking.

After Hours Service - On call phone 0429 943 112

Between 6pm and 8 am weekdays and 1pm Saturday to 8 am Monday, one of our General Practitioners is available to give advice and /or consult outside of normal Centre Opening Hours

Home visits - can be arranged in discussion with your regular General Practitioner.

Walk- In Patients: Patients registered or unregistered with The Wellness House can "walk-in" and be offered a suitable consult time after Triage by the Nursing Staff. Every attempt is made to accommodate "walk-ins" according to the urgency of their situation.

Allied Health Practitioners:

Allied Health Practitioners charge a Private Fee as determined by each Practitioner. A referral is necessary for your Private Health Fund claim.

Enhanced Primary Care plans provide a limited number of treatments with a Medicare rebate. Your Allied Health Provider will advise the method for paying and/or claiming for these treatments. Please check with Reception on completion of your visit. DVA gold card holders need to check with DVA.

Privacy policy

Your medical record is a confidential e-document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised persons.

Records transfer can be arranged with a signed consent form available from Reception.

You may have a copy of our full Privacy Policy on request at Reception.

Patient Rights

Participation concerning your treatment, or the recommendations offered to you can be discussed with your GP or nurse by making a follow up appointment or seeking a second opinion. You have the right to refuse treatment if you wish.

Referrals to other practitioners

Your referral s will be handed to you at consult or will be sent encoded if possible or faxed directly to the Specialist.

Communication Policy

The Wellness House can be contacted by:

Phone: (02) 6391 5900 After Hours: 0429 943 112

E-mail: admin@thewellnesshouse.com.au

If contact needs to be made with a patient, a phone call will be made to your mobile or home phone (as authorised by you) and a Text message will be sent to your personal mobile requesting you arrange a follow up appointment. If there is no response, a letter will be sent. This is documented in your patient file.

Difficulty in communication -

If you have trouble in comprehending due to language or hearing problems - Reception and the Doctor will be able to utilise a Translator Service 131450 or Impaired Hearing Service

Follow up of Results -

Your doctor will request a follow-up visit to discuss results. This will be communicated via text message, phone call or written letter. This will be documented in your patient file.

Reminder systems

Text reminders are sent to all patients booked for appointments.

Text reminders are also sent to patients booked with Allied Health Providers. Patients are asked to advise if unable to attend. These are sent 1-2 days before the scheduled appointment. If no Mobile is available a message is left on home phone to contact the Centre. If you fail to attend, you may be charged a fee for non-attendance.

Feedback and complaints

To make a complaint or give feedback on the service received at The Wellness House a Suggestion/Complaint Box is provided in the Waiting Room. Complaints and feedback are logged on the Complaints Register for the Practice Manager's attention. Formal complaints can be made in writing with the HCCC. Toll Free 1800 043 159. Ask Reception for the HCCC Brochure.

Complaints about Privacy Issues can be made to: **The Office of the Australian Information Commissioner** - Ph: 1300 363 992

GPO Box 5218 Sydney NSW 2001

Complaints continued http:www.oaic.gov.au/

Complaints about GPs should be discussed with the Practice Manager and a notification can be made to Australian Health Practitioner Regulation Agency (AHPRA) http://www.ahpra.gov.au about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers, and education providers are all mandated by law to notify of inappropriate or unsuitable conduct to a registered practitioner or student to AHPRA.

The Wellness House Team

Principals - Dr Thim Chen and Melinda King

General Practitioners:

Dr Thim Chen
Dr Aung Moe
Dr Viraj Liyanage
Dr Tin Khin
Dr Jennifer Foong
Dr Mabel Bishnoi
Dr Usha Rani Maniam
Dr Buddhika Senanayake
Dr Deborah Heron
Dr Zinah Jawad
Dr Yuka Haraguchi

Nurses:

Alysha Whiteley RN
Paula Field RN
Jane Barnaby RN

Practice Manager:

Fay Blandford

Accounts:

Julie Lee

Admin and Reception Team:

Pauline Mathews
Joan Lenehan
Tanya Hevers
Emily Strachan
Erin Losanno
Hayley Shiels
Jason Ingram
Maddy Riches
Lee Perry
Lenai Butler
Veronica Hazelton

Pre Employment Medicals:

Maddy Riches RN

Allied Health Practitioners – Offering a wide variety of services

- The Physio Station
- AW Podiatry (Annabel Wykamp)
- Foundational Care – (Kellie Ward) - Counselling
- William Gill – Hypnotherapist
- Oran Yota/Lindsay Mahlo – Dentist
- Angela Duncan – Naturopathy
- Megan Price – Registered Psychologist
- Melinda King – Functional Medicine, Coaching, Counselling & Therapy

Requesting a doctor of your choice

When booking an appointment, the patient can request the Doctor or Practitioner of their choice. This service can be accessed via reception or selecting the preferred practitioner online.

Consultation length

Consultations may vary in length depending on the reason for the consultation.

Procedures and cervical testing, vaccination, and assessments, require a double appointment.

These consultations require both a doctor and a nurse appointment to be booked.

Reception will advise regarding your consult needs and will allocate a suitable appointment time as needed.

HotDoc allows you to allocate more time by selecting a "long consult" or two appointment times.

Services - Available GP Services include:

Medical Consultations	Implanon insertion and removal
Travel vaccinations	Mirena removal
Skin checks	Diabetes care
Cervical Smears	Biopsies
Medical Examinations / Report	Medication Checks
Chronic Care Assessments	Asthma plans
Childhood Immunisations	Flu vaccinations
Small surgical procedures	Ear Syringing
45-49 year checks	75 year checks
Baby checks	Women's Health advice
Men's Health Checks	ATSI Health Checks

There may be a fee for these services – check with Reception prior to visit.

Please advise Reception of any changes in your contact details

Changes that impact your medical record include:

Name:(as it appears on your Medicare Card)

First.....

Last.....

Medicare Number.....

Pension /Health Care Card Number.....

Residential Address.....

.....

Postal Address.....

.....

Mobile Phone Number.....

Home Phone Number.....

Contact person (Emergency).....

Contact Person's Best contact number.....

Important

Do you wish to receive reminders or text messages on your Mobile YES/NO

Thank you