



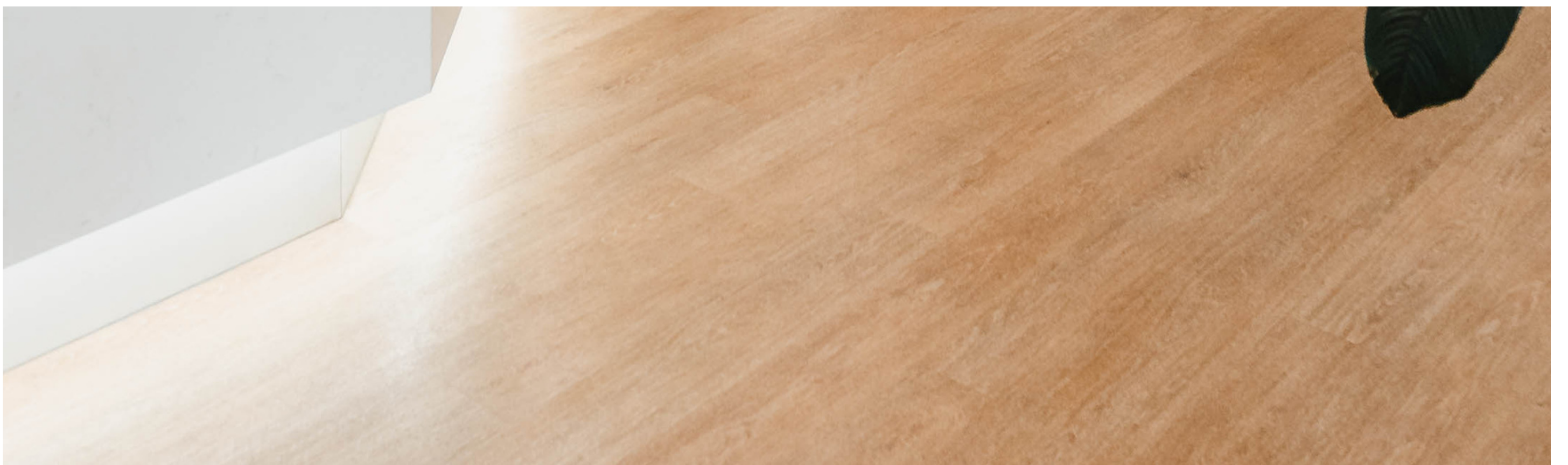
life

Medical Centre



**WELCOME TO LIFE MEDICAL CENTRE**

*ADD YEARS TO YOUR LIFE, AND LIFE TO YOUR YEARS.*



# INTRODUCTION OF OUR TEAM



**Dr Michelle Reiss**  
GP | Lifestyle Medicine  
Clinical Director



**Dr Clara Chu**  
GP | Lifestyle Medicine



**Dr Simbai Mudzi**  
GP | Lifestyle Medicine



**Dr Liz Birkby**  
GP | Clinical Neuroplasticity



**Dr Nelis Ehlers**  
GP



**Candice McCartney**  
Registered Nurse



**Olivia McGregor**  
Registered Nurse



**Georgia Hannan**  
Registered Nurse



**Mel Sharpe**  
Clinical Nurse



**Kerry Davenport**  
Certified Life Coach



**Cathy Welsby**  
Accredited Dietitian



**Lizzy McCarthy**  
Exercise Physiologist



**Liz Barrett**  
Dry Eye Solution



**Penny Dearness**  
Patient Care Team



**Maureen Halpin**  
Patient Care Team



**Pam Mathias**  
Patient Care Team



**Kate Campbell**  
Operations Coordinator



**Taylor Bartley**  
Managing Director



# LIFE MEDICAL CENTRE

## DOCTORS



### Dr Michelle Reiss

GP & Lifestyle Medicine Physician  
MBChB, LMCC, CCFP, FRACGP, FASLM

Dr Michelle Reiss is a GP and Lifestyle Medicine Intensivist, with 26 combined years in General Practice, as a Hospitalist and in the Emergency Department. Michelle is the co-founder of Life Medical Centre on the Central Coast which is a hybrid "GP - Lifestyle Medicine" practice. She is a pioneer in the application of Lifestyle Medicine in Australian primary healthcare and has received acknowledgements and awards for her work as a Changemaker, Pioneer and Innovator in practice.

As part of an International expert panel of Lifestyle Medicine Intensivists, she has published papers on Lifestyle Medicine Core Competencies and chronic disease measurables.

Michelle firmly believes effective healthcare cannot be achieved without a Bio-Psycho-Social approach and she draws significant provider satisfaction from seeing patients not only add years to their lives, but also life to their years.

### Dr Clara Chu

GP & Lifestyle Medicine Physician  
DCH, MBBS, FRACGP, BMedSc(Hons)

Clara graduated from the University of Sydney with a Bachelor of Medical Science with Honours in 1998 and a Bachelor of Medicine, Bachelor of Surgery in 2002. She worked at Gosford and Wyong Hospitals and in General Practice on the Central Coast for several years, and has been working in General Practice since 2008.

Clara has a Diploma in Child Health as well as a Certificate in Sexual Health and Family Planning. She attained her fellowship with the Royal Australian College of General Practitioners in 2007. Clara became a Board Certified Lifestyle Medicine Physician through the Australasian Society of Lifestyle Medicine and the International Board of Lifestyle Medicine in 2020.

### Dr Simbai Mudzi

GP & Lifestyle Medicine Physician  
DCH, MBChB, FRACGP

Simbai is a highly skilled physician with 20 years experience in a variety of medical fields, including both public and private sectors.

As a General Practitioner and recent graduate in Lifestyle Medicine, Simbai enjoys hearing his patients' stories, what they have been through and how they got to where they are. He finds reward in the appreciation that comes from patients as he assists to solve the mysteries of their symptoms and improving health outcomes.

At Life Medical Centre, Simbai is welcoming new patients and their families to manage their healthcare needs.

### Dr Nelis Ehlers

GP  
MBChB FRACGP

Dr Nelis Ehlers completed his medical training in 2006 at the University of Pretoria, South Africa and gained valuable experience in multiple medical disciplines during his training. He worked in emergency medicine & general practice until he relocated to Australia in 2014. Since then, Dr Nelis worked at Hornsby, Gosford & Wyong Hospitals, doing rotations through cardiology, general surgery, psychiatry & ICU departments until 2019.

During these years in the emergency department he realised that he was often seeing complications of chronic health-problems that could have been addressed much earlier & sparked an interest in a more preventative approach in medicine. Nelis maintains a firm belief that lifestyle changes are ultimately the bedrock of good overall health, but that medications maintain an important role in protecting & supporting the body's complex systems in more advanced disease processes.

### Dr Liz Birkby

GP & Clinical Neuroplasticity Practitioner  
MBBS, FRACGP

Dr Liz Birkby is an experienced GP having worked in Australia for 30 years.

She has additional training in new, progressive evidence-based therapies to revolutionise the effective treatment of many chronic disorders that impact and reduce Quality of Life.

Dr Liz is trained to use scientific advances in neuroscience, including a greater understanding of the brain's role in all body symptoms. Her passion is to help patients with: most chronic pain, Irritable bowel, food intolerances, reflux, chronic fatigue/ME, fibromyalgia, chronic headaches, irritable bladder symptoms, chronic pelvic pain, anxiety, depression & more.

# LIFE MEDICAL CENTRE

## ALLIED HEALTH



### Cathy Welsby

Accredited Dietitian

I am an Accredited Practising Dietitian and nutritionist with over 20 years of experience to be drawn upon to help you on your journey to wellness. My expertise lies in looking at you as an individual, and providing holistic nutrition and lifestyle recommendations to help improve your digestive health, overall nourishment, optimise energy levels, hormone balance and optimise blood glucose levels. I utilise blood test results, and functional tests such as stool microbiome analysis if indicated, along with information gathered at your consultations – this allows me to provide a whole person root cause approach to my practice. With open communication and active listening skills, we arrive at a plan that is practical and tailor made to fit into your lifestyle.

I have a Masters of Science in nutrition and dietetics, and currently I am studying a university degree in Western Herbal Medicine. I have done studies in nutrigenomics and nutrigenetics, and often incorporate this into my clinical work as a dietitian.

### Kerry Davenport

Certified Life Coach

Kerry has qualifications in Neuro-Linguistic Programming, Time Line Therapy®, and Hypnotherapy, but has found that using a combination of techniques offers the best results. During our sessions, we will find the combination that works best for you.

As a Mindset, Life and Breath Coach, Free Diver and Keynote Speaker, Kerry has dedicated her life to helping others. Due to her experience with complex PTSD, Kerry began looking at life's obstacles with curiosity and awareness, which led to discovering her true purpose.

Kerry's passion is to help other people find their way, find clarity, passion and direction, and help them build an inspiring life, by using all the lessons and experiences she have been given during her life.

### Lizzy McCarthy

Exercise Physiologist

Lizzy is an Exercise Physiologist, having recently completing her Masters of Exercise Physiology at Newcastle University. Joining us in our partnership with Hills Street Sports Medicine, Lizzy consults from our Group Exercise Room offering individual Initial Assessments, as well as customised movement plans and on-site Exercise Classes for patients.

Lizzy is passionate to see patients fulfil their health and rehabilitation goals. Lizzy works with all patient presentations, including private, work cover, NDIS, health fund, EPC and CDM referrals.

### Liz Barrett

Dry Eye Specialist

Liz Barrett is the Director of Dry Eye Solution, a dedicated Dry Eye Optometry Clinic based at Life Medical Centre, Erina. Dry Eye Solutions specialise in Dry Eye related diseases, providing full scope state-of-the-art treatment and management of symptoms. They use scientifically proven protocols in the treatment and management of Dry Eye disease, which are the best available in the world today.

Dry Eye Solution is the first independent Dry Eye Clinic in Australia and New Zealand.

Specialising in treatment of blepharitis, Dry Eye Disease cause by Meibomian Gland Dysfunction, ocular rosacea, rosacea, chalazion and styes.



# FAQ SHEET

## LIFE MEDICAL CENTRE



**Proudly AGPAL Accredited**

Our commitment to your safety and care

### BILLING SYSTEM

We are a mixed-billing medical centre.

- Our Standard Consultation is \$92 before eligible rebates.
- Under 14's Bulk Billed
- Concession Card Holders are billed a reduced gap \$30



### CONTACT DETAILS

**Phone:** 4313 1555

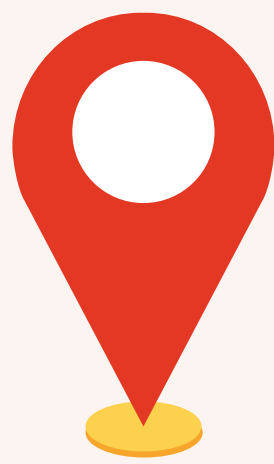
**Fax:** 4313 1566

**Email:** [erina@lifemedicalcentre.com.au](mailto:erina@lifemedicalcentre.com.au)

**Address:** 8/2 ILYA Avenue, Erina NSW 2250

(Fountain Corporate next to the water fountain)

**Website:** [www.lifemedicalcentre.com.au](http://www.lifemedicalcentre.com.au)



### OPERATING HOURS

**Monday – Friday | 8:30AM – 5:30PM**

**Saturday – Sunday | Closed**

**Public Holidays | Closed**

For emergencies and after-hour care, call '000', visit Gosford Hospital or Call National Home Doctors on 13 74 25



### PROGRAMS

Life Medical Centre also offers special medical programs, including:

- I Can Change Me
  - (*Intensive Lifestyle Change Program*)
- Mental Health Programs
- Weight Loss Programs & Cooking Classes
- Exercise & Movement Programs
- Diet & Nutrition Programs
- Cancer Rehabilitation
- DEXA Scans
- Group Medical Talks



### ON-SITE PATHOLOGY

Douglass Hanly Moir offer our patients and community access to Pathology Collection services.

Douglass Hanly Moir:  
**Have temporarily closed their room and will re-open in 2024.**



DOUGLASS HANLY MOIR  
PATHOLOGY

### SERVICES – "MEDICAL HOME"

Full service General Practice, including:

- General Medicine
- Immunisations
- Family Health
- Iron Infusions
- Antenatal Care
- Excisions
- Work Cover
- Women & Men's health



We also offer a Chronic Disease specialty focus on:

- Weight loss
- Type 2 Diabetes
- Heart Disease
- Anxiety & Depression
- Hypertension
- General Well-being

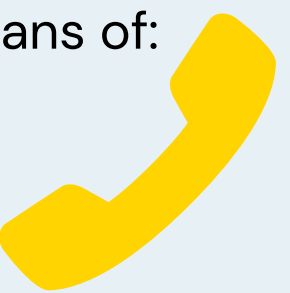
We also have onsite Allied Health as part of our onsite interdisciplinary team.

### PRACTICE COMMUNICATION

Our practice will always try to return communication as soon as possible. Please allow 2-3 business days for any correspondence to be processed.

Our practice receives communication by means of:

- Phone
- Fax
- Email
- Registered Post



Information regarding patient health information can be found in the *Keep Your Personal Information Private In Our Practice* brochure.

### FEEDBACK

We welcome and encourage patient feedback on their service and experiences at Life Medical Centre.

If you would like to leave feedback, please see reception and ask for a "Feedback Form".



### TEAM

- General Practitioners
- Lifestyle Medicine Physicians
- Neuroplasticity Clinician
- Chronic Disease Nurse
- Exercise Physiologist
- Dietitian
- Clinical Nurses
- Life Coach
- Patient Care Team



# PATIENT INFORMATION

## LIFE MEDICAL CENTRE



### In House Professionals

**Practice Director:** Taylor Bartley

**Registered Nurses:** Georgia Hannan, Candice McCartney,  
Olivia McGregor, Melinda Sharpe

**Certified Life Coach:** Kerry Davenport

**Accredited Dietitian:** Cathy Welsby

**Exercise Physiologist:** Lizzy McCarthy

**Dry Eye Solution:** Liz Barrett

**Patient Care Team:** Pam Mathias, Maureen Halpin, Penny Dearness

**Operations Coordinator:** Kate Campbell

### Appointments

Consultation by appointment is always preferable. Every effort will be made to accommodate your preferred time and GP. Walk-in patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. If you would like to cancel an appointment please do so prior to the allocated time. To help us schedule appropriately, when booking, please inform reception the nature of your consult, longer appointments are available on request. The Practice is open 5 days a week, Closed Sat/Sun and Public Holidays.

### Waiting Times

Every effort is made to keep to appointment times however this is sometimes difficult due to emergencies and unexpected longer consultations. Your time is valuable so we appreciate and thank you for your patience and understanding. Our team delivers high quality care which may take more time.

### Continuity of Care and Doctor of Your Choice

We endeavor to help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise that it is not always possible to see the same doctor, so our system of recording notes effectively takes this into account.

### Patient Recall and Preventative Care

Our practice is committed to preventive care. The doctor will seek your permission to be included on our reminder system. This is a Reminder/Recall System in which we contact the patient by either mail or phone for follow-up of a preventative activity such as a skin check, cholesterol check, blood pressure check, Pap smear, Mammogram or Prostate examination etc. Our practice also takes part in NSW state registers which help us work out who is due to be seen. The purpose of this register is purely as a service to patients from this practice and confidentiality is ensured at all times. If you wish to opt out of our recall system please tell your doctor.

### Procedures

The doctors can perform many minor surgical procedures if required (e.g. removal of moles or skin lesions, wound suturing, ingrown toenails), cryotherapy and surgical diathermy (for skin cancers and warts etc.), nebuliser and pap smear equipment are available. Longer appointment times may be required for some procedures so please inform reception.

### Sterilisation

All reusable instruments used for procedures are sterilised in an autoclave under high temperature and pressure conditions to meet the Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

### Investigations

The doctors in the practice can perform electrocardiograms (ECG), lung function testing, Spirometry, blood sugar testing, INR, pregnancy tests, and other common investigations.

### Pathology

Blood collection for pathology can be done on site 3 days per-week, for times please check with reception or nurses.

### Imaging

X-rays, CT scans, ultrasounds, mammograms, and endoscopy tests can be arranged nearby when needed.

### Patient Test Results

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered your tests. If any results are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your current phone number and address details when booking or before leaving.

### Telephone Calls

Doctors can take phone calls when time permits. If busy, or involved with another patient, they may elect to call you back. The nurse can help determine urgency. Most problems are best dealt with in a consultation.

We acknowledge the traditional custodians of the Central Coast and surrounding areas. Our practice participates in the 'Close the Gap' Government initiative.

To allow us to tailor appropriate care and assist with this government health initiative please tell Reception, our Nurses or your Doctor if you identify with being of Aboriginal or Torres Strait Islander origin.

# PATIENT INFORMATION

## LIFE MEDICAL CENTRE



### Chronic Disease

We are committed to helping our patients prevent the development of Chronic Disease. We encourage you to take advantage of our practice nurses and the time you spend with your doctor to “measure up” and have your modifiable lifestyle factors assessed.

### Health Assessments

For our patients over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Home assessments can be arranged. Patients aged 45–49 are also eligible and encouraged to have a detailed health check to help identify chronic diseases for which they may be at risk.

### Transfer of Medical Records

If you require a copy of your medical records to be sent here from another practice, please ask reception for the applicable form. If you require a copy of your records to be sent elsewhere our practice sends a summary for free, but there may be a charge for preparing complete records.

### Disabilities

It is our policy to cater for people with special needs and disabilities. If you are experiencing difficulties please approach our staff who will be very willing to assist.

### Interpreter Services

To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use T.I.S ph 131450 and NABS (Auslan) Ph1800 246 945

### Your Medical Information & Your Privacy

All doctors at the practice use computerised medical records to record information, order tests, provide prescriptions and file specialists reports. Our computers are password protected, and backed up daily. All information recorded at the surgery is confidential. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index/html>. We have a Privacy Policy Brochure available and a Written Practice Privacy Policy.

### We Are Accredited

Life Medical Centre has been accredited to the 5th Edition Standards of the RACGP by AGPAL.

Accreditation is the process of measuring and ensuring quality in the General Practice. Accreditation is based on standards developed by the Royal Australian College of General Practitioners and Government representatives. Accreditation is a sign of this practice's ongoing commitment to Quality Patient Care.

### Fees and Billing Arrangement

We always strive to deliver and maintain the highest quality of health care. Our consultations carry a private gap fee. Private Fees are as displayed at the reception desk.

- Bulk Billing for 0–13
- Standard Gap Fee of \$50 for Privately Billed Appointments
- Concession Card Holders billed reduced gap \$30
- Standard 15 minute appointment is \$92–
  - Eligible Medicare rebate of \$41.40
- Extended 30 minute appointment is \$131–
  - Eligible Medicare rebate of \$80.10
- Long 45 minute appointment is \$168–
  - Eligible Medicare rebate of \$118
- Extra Long 60+ minute appointment \$242 –
  - Eligible Medicare rebate of \$191.20

Workcover consultations, private/employment medicals, and non Medicare services do incur charges and payment is required at time of consultation with either EFT POS or cash.

### Cancellation Policy

If you fail to attend or cancel your appointment without notifying us within 24-hours, a non-attendance fee will be charged. Non-attendance fee's are \$50 for Standard Appointments and \$75 for Long Long Appointments. This fee is non-rebatable through Medicare. All fees and charges are subject to change and are current at March 2024.

It is important to note that future appointments will not be scheduled until any outstanding non-attendance fees are paid.

### Patient Rights and Feedback

We recognise that patients have certain rights and we will endeavor to support these rights. If you are unhappy with any aspect of the services we provide to you or if you feel your rights are not supported, we would appreciate your comments. Your doctor, the practice manager or the receptionists on duty are available to discuss any problems you may have. Should you wish to take any complaints further you can contact: Health Care Complaints Commission: Level 12, 323 Castlereagh St, Sydney NSW 2000 Ph: 1800 043 159

**This Practice has a No Smoking Policy**

**For more information about a practitioner, services we offer and our clinical team, visit [www.lifemedicalcentre.com.au](http://www.lifemedicalcentre.com.au)**