



CLINIC INFORMATION

Clinic Opening Hours

Monday 8:30am - 5:30pm
 Tuesday 8:30am - 6pm
 Wednesday 8:30am - 6pm
 Thursday 8:30am - 5:30pm
 Friday 8:30am - 5:30pm
 Saturday 9am - 4pm
 Sunday CLOSED

Associated Doctors

Dr Ken Lajoie
 Dr Al-Falah Dhanji
 Dr Alasdair Young
 Dr Naif Saigol
 Dr Leah Strauch
 Dr Anna Pearce (Registrar)
 Dr Czenya Cavouras (Registrar)

Nurse Practitioners / Practice Nurses

Fortune Pemhiwa NP
 Chris Lowings NP
 Mark Endersby NP
 Roanne Mariano
 Jasmine Simpson
 Tracy Madigan
 Suzie Male

PUBLIC HOLIDAY CLOSURE

Our practice will be closed on
 Monday 6th October—Labour day
***“Coming together is a beginning;
 keeping together is progress;
 working together is success” -
 Henry Ford***

Welcome

Dr Anna Pearce

GP Registrar



We are pleased to welcome Dr Anna Pearce, our new GP Registrar to the team at Reynella Family Care. Dr Pearce joins us as part of her advanced training in general practice and brings a fresh perspective and enthusiasm to patient care. Under the supervision of Dr Lajoie and Dr Saigol, Dr Anna Pearce will work closely with patients to provide high-quality medical care while continuing to develop their clinical skills. Dr Anna Pearce is available Tuesday, Wednesday and Thursdays.

COMING SOON!

OLD REYNELLA PRIVATE URGENT CARE CLINIC

Urgent Care for non life threatening medical conditions providing treatment of minor injuries + illnesses.

Can't wait for a GP appointment, but don't quite need an emergency room? Our urgent care clinic will operate after-hours till 8pm.

WATCH THIS SPACE FOR MORE DETAILS

HEALTH AND WELLBEING CALENDAR

SEPTEMBER

Prostate Gynaecological Cancer Awareness - 1st
 Walk to Work Day—6th
 R U OK? Day - 12th
 World Alzheimer's day—21st

OCTOBER

Breast Cancer Awareness + National Safe Work - 1st
 World Mental Health day—10th
 Carers Week—12th
 Allied Health Professionals Day—14th

NOVEMBER

Lung Cancer Awareness—1st
 International Men's day—19th
 National Skin Cancer Action Week -20th-26th

CLINIC INFORMATION

Allied Health

Ryan Rossouw—Podiatry

Marie Dow—Health & Clinical
Psychologist

Brian Hamilton—Physiotherapist

Jonathan Kong—Physiotherapist

Jasmine Chan—Physiotherapist –
(Maternity Leave)

Callum Lawson—Dietitian

On Site Services

Osteo Scan— weekly

Advara ECHO—every 2nd Wednesday

Australian Clinical Labs — Mon-Fri

8:30am to 4pm (closed between
12:30pm and 1pm). Saturday 9am to
12noon. Sunday and Public Holidays
CLOSED

Ask our friendly receptionists for more
information.

SAME DAY APPOINTMENTS

*Reynella Family Care provide same day
appointments to their regular patients.*

*Our nurses will triage accordingly and
liaise with your usual GP. On occasions,
your GP may not be onsite and we will
refer to another GP at the practice. We
endeavor to attend to all patient
enquiries each day based on the urgency
of the issue. We thank you for your
patience and understanding on such
occasions.*

**REPEAT SCRIPT REQUESTS
AVAILABLE VIA HOTDOC!!**

**OUR NEW WEBSITE IS NOW LIVE!!
WWW.REYNELLAFAMILYCARE.COM**

IMPORTANT UPDATE

BULK BILLING INCENTIVE PROGRAM & OUR PRACTICE

We would like to share an important update regarding recent changes to Medicare and how they relate to your care at our practice.

As you may have heard the Australian Government will be launching a new Bulk Billing Incentive Program, 1st November 2025.

After reviewing the details of this initiative, we have made the decision not to participate in the program at this time. This means that our current billing model will continue as is.

As evidenced in the funding given to Urgent Care Centres, the Commonwealth is well aware of the cost of providing a medical consult. Unfortunately this level of funding was not given to the available Medicare rebates for GP visits.

To ensure we can continue delivering high-quality care in a sustainable way, our fees are reviewed and updated annually. This allows us to cover increasing operational costs while continuing to invest in our team and services.

We are committed to providing accessible and professional care for all our patients, and we're always happy to discuss billing options or answer any questions you may have.

Thank you for your continued trust in us.
Your Health Care Team—Reynella Family Care

RFC ON THE SOCIALS!



We are excited to share that Reynella Family Care is now on Instagram and Facebook! Follow us for health tips, clinic updates and a closer look at our team and community.

AI IN GENERAL PRACTICE

HEIDI AI is a smart assistant that helps your doctor take notes during your visit. It listens carefully and creates a summary of your appointment, so your doctor can focus more on you and less on typing. Your information stays private and secure. Ask your GP for more details. Your consent will always be taken prior to HEIDI AI being used.

