

RECEIVING THE RESULTS OF ANY TEST OR PROCEDURE

Your practitioner will advise you when to make a follow-up appointment to review your results. In the case of urgent results you will receive a phone call, otherwise you will receive an SMS requesting you book an appointment at your earliest convenience. If you have not booked an appointment at that stage, please call reception and make an appointment. Results will not be provided over the phone.

RECALL AND REMINDER SYSTEM

Our practice is committed to preventative and holistic health care and follows best practice guidelines. The Health Lodge works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please tell the receptionist or your doctor.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION AND YOUR RIGHTS

Your medical record is a confidential document. All staff at The Health Lodge respect the privacy and confidentiality of your health information. 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 members of staff. We have a comprehensive patient privacy brochure available at reception. Please ask reception if you would like a copy of our full privacy policy.

CULTURAL BACKGROUND

To ensure we provide healthcare tailored to your needs, we recommend you advise your practitioner of your cultural background.

COMPLAINTS, FEEDBACK & SUGGESTIONS

We welcome any feedback that will help us to improve our service. Feedback can be made via our Patient Feedback Forms at reception. If you have a complaint, please approach one of our team members, and we will do our best to resolve the matter. If you wish, complaints can be lodged with our Complaint Form at reception. You may also contact our reception manager at manager@thehealthlodge.com.au. If you wish to take the matter further and feel that you need to discuss the matter outside the practice, you may contact the Health Care Complaints Commission at Locked Bag 18, Strawberry Hills NSW 2012. Phone: 1800 043 159.

SMOKING POLICY

This is a no smoking facility, smoking is not permitted anywhere on the practice grounds.

Practice Information

2025



CONTACT DETAILS

78 Bangalow Road, Byron Bay NSW, 2481
PH 02 6685 6445 FAX 02 8024 2628 info@thehealthlodge.com.au

PRACTICE HOURS

Monday - Friday 9am - 5pm
Saturday Closed
Sunday Closed

PRACTICE TEAM

DIRECTORS

Clinical Director/Naturopath Reine DuBois
Clinical Director/Psychologist Simon DuBois

MEDICAL

Senior GP Dr Oscar Serrallach
Senior GP Dr Joe Monteith
GP Dr Senani Wijesena
GP Dr Bridget Lawler
Doctor Dr Ann-Mary Amber
Nurse Lucy Dennett
Nurse Brooke Simmons
Allergy Nurse Lorelei Berriman

ALLIED HEALTH

Clinical Psychologist Nicola Uechtritz
Clinical Psychologist Dr Paula Watkins
Dentist Dr Mona Board
Dentist Dr Dan Hanson
Chiropractor Matt Scheier
Occupational Therapist Hayley Bowers
Naturopath/Clinical Nutritionist Luke Szabo
Naturopath Renee Dyson-Holland
Naturopath Hannah Cunningham
Acupuncturist Naomi Jansson
Hypnotherapist Natasha Krauss
Functional breakwork coach Sally Howe
Bioresonance Bonnie Stedman

ADMINISTRATION / CLIENT SERVICES

Medical Receptionist Lily DuBois
Medical Receptionist Emily Mules
Medical Receptionist Manager Sam Wilson
Medical Receptionist Laura Considine
Dispensary Manager Chloe Robertson
Dispensary Assistant Jami Nichols
Dispensary Assistant Kyra Robertson

WELCOME

The Health Lodge offers coordinated health care combining medical and complementary care for the treatment of chronic health conditions. You have the choice of an individual approach to your wellness solution, booking an appointment for a single service, or we can arrange for you to work with multiple practitioners who collaborate on complex health issues so you can benefit from their collective knowledge.

APPOINTMENTS

You can make an appointment by calling our reception, walk in or book an appointment online. To book an appointment please call 02 6685 6445 or drop by The Health Lodge at 78 Bangalow Road, Byron Bay. To book an appointment online please go to www.thehealthlodge.com.au and click on 'appointment'. This will take you to our online booking system.

Every effort will be made to accommodate your preferred time. Emergencies will always be given priority at our service. If there is any unforeseen delay or your GP has been called away our reception staff will attempt to contact you.

You can see your doctor for as long as you need every time you come to the clinic. Please advise the reception staff of the required length of appointment time when booking an appointment.

If you or a family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.

To cancel a booked appointment please call 02 6685 6445.

**** Cancellation Policy****

If you cancel or reschedule your appointment within 24 hours a cancellation fee of \$50 will apply. Same day cancellation or non-attendance will incur a charge of the full appointment fee.

CARE OUTSIDE OPENING HOURS

If you need medical attention outside our practice operating hours please call the After Hours GP Helpline on 1800 022 222. Alternatively, you may contact: Byron Bay Hospital, 54 Ewingsdale Road, Byron Bay

PH: 02 6639 9400 | Fax: 02 6639 9410

If you require urgent medical attention (emergency), please call an ambulance on 000.

TELEHEALTH, HOME AND OTHER VISITS

We offer Telehealth consultations via Health Direct for doctor, psychology and naturopathy consultations. To access Telehealth, a link will be sent to you in your welcome email. Alternatively, you can find the link on our website www.thehealthlodge.com.au. Please note - there are Medicare rebate restrictions on Telehealth consultations and are subject to change, based on Medicare guidelines. Please speak with our client support team for more information.

The Health Lodge does not routinely offer home visits. If an occasion arises where the doctor needs to visit you at home, arrangements will be made between you and your doctor.

TELEPHONE ACCESS

If you wish to talk to your doctor, nurse or health worker, please do not hesitate to contact us between 9am and 6pm Monday to Friday on (02) 6685 6445. If the person you wish to speak to is not available, please leave a message with the reception staff and they will contact you as soon as possible. If your call is urgent, please be sure to tell the person taking your message.

FEES AND BILLING ARRANGEMENTS

Fees are payable at the time of consultation, and can be made by cash, credit card, and EFTPOS. For telehealth consultations we require your payment details when you book your appointment. For initial consultations, we require payment upon booking.