

YOUNGER FELLOWS VICTORIA

# Preparation for Practice Workshop

PROGRAM - 13 & 14 AUGUST 2022



## Message from the Convenors

Dear Colleagues

Welcome to the Victorian Preparation for Practice Workshop August 2022.

In early 2000, The Younger Fellows Forum identified a need for a workshop to prepare Younger Fellows for professional practice in surgery. The aim of such a workshop was to provide Younger Fellows who are within their first 10 years of Fellowship, an introduction to the planning and ongoing management of non-clinical prerequisites for establishing a professional practice.

Private practice can be daunting for Younger Fellows who have been supported by the public system for much of their working lives. The decision of whether to divide ones practice between the public and private system, and to what extent, is difficult given the lack of training or experience in private practice for younger fellows. This workshop is designed to address some of the most important issues and practical problems that can arise.

In 2022, we aim to create a comprehensive and interactive two day course addressing practice administration; financial and practice business structures; creating relationships between fellows and referring doctors, staff, private hospitals and private insurance companies; medicolegal aspects; and identifying pressures and strategies to maintain a healthy and balanced lifestyle.

We hope you will all enjoy and gain much benefit from this workshop which was designed by Younger Fellows for the welfare and success of Younger Fellows.

Warm regards  
The 2022 Co-Convenors



Patrick Lo  
FRACS



Mariolyn Raj  
FRACS

## Program Information

The Younger Fellows Committee, in partnership with the Victorian State Committee, is proud to offer the Preparation for Practice workshop at the College of Surgeons in Melbourne.

### Purpose

The purpose of this two day workshop is to provide surgeons and trainees with information and practical skills to set up private practice.

### Key Learning Outcomes

- To understand issues involved in setting up private practice
- To acquire practical strategies and tools for practice operation
- To develop practice framework and improve practice performance

### CPD for Fellows

This educational activity has been approved in the RACS CPD Program. Fellows who participate can claim one point per hour in Maintenance of Knowledge and Skills. Participation in this activity will be populated into your RACS CPD Online.

### Trade Show

The trade show is an important part of the Preparation for Practice workshop. The exhibitors will be show-casing their services and products that may be useful when entering private practice. You are invited to visit the exhibition during the breaks. RACS does not recommend any particular service or product. Attendees are encouraged to review the range of options available and make a decision based on your personal circumstances.

### Wi-Fi Details

Choose: RACS guest

Login1: User name: Guest1 Password: college

Login2: Username: Guest2 Password: surgeons



Royal Australasian  
College of Surgeons  
**CPD Approved**

## Convenors



### Dr Patrick Lo

Dr. Patrick Lo is a paediatric neurosurgeon at the Royal Children's Hospital with special interests in paediatric neuro-oncology, complex craniofacial neurosurgery, trauma, functional and spasticity neurosurgery and complex cerebrospinal fluid circulation disorders. He is an adult neurosurgeon at the Melbourne Private and Royal Melbourne Hospitals where his practice includes spinal, tumour and trauma surgery.

Dr. Lo also holds appointments at the Western Hospital at Footscray and the University of Melbourne. He has been involved in the management of complex neurosurgical and work-related surgical cases.

Dr. Lo has widely published in international and local journals with articles and book chapters on diverse topics ranging from hydrocephalus and spinal injuries to autoimmune diseases and craniofacial deformities. He has collaborated with international and local scientists in several research projects at the forefront of neurosurgical techniques.



### Dr Mariolyn Raj

Dr Mariolyn Raj is a Melbourne Urologist with many years of experience working in public and private practice. She has extensive expertise in surgery for Renal Stone Disease, BPH, Prostate Cancer and Genitourinary Malignancies and Robotic surgery.

Mariolyn obtained her Fellowship in Urology through RACS in 2013. Since that time she has mentored colleagues in their transition from Fellowship training into Consultant roles and has first hand experience of the challenges facing surgeons as they make this transition in their professional careers.

Mariolyn is committed to fostering excellence in surgical education and training through her role as an educator and committee member of the Royal Australasian College of Surgeons.

She has published widely on numerous aspects of urological surgery, and presents at both national and international scientific meetings annually.



# Speakers

## Caroline Chaplin

### *Rooms with Style*

Caroline Chaplin is the owner and director of RWS (Rooms with Style). RWS have assisted surgeons to set-up private practices across Australia for 15 years, providing a one-stop-shop of turnkey solutions for busy doctors. Caroline founded the company with one clear and dedicated vision; to make private practice easier and more enjoyable for doctors: Working in the medical industry made it apparent to Caroline that there was limited practice support available for doctors and clinicians. Seeing this gap in the market Caroline set about developing a highly qualified team, who could provide the exact services a private practice requires. The goal was to create a one-stop-shop of practice management services to make practice life easier, more profitable, and more efficient. Caroline has a Bachelor of Education, a Post-Graduate in Mentoring and Counselling (Masters 1-3), a Certificate 4 in Practice Management and is a Credentialed Practitioner of Coaching.

## Chris Ladds

### *MIGA*

Chris has over 25 years of insurance industry experience and has a broad understanding of the insurance needs of medical practitioners. In his role advising practices and doctors in private practice Chris combines his experience and knowledge of the medical profession to help his clients understand their insurance needs and provide appropriate protection. He is committed to providing outstanding advice to clients and service that exceeds their expectations.

## Margaret Faux

### *Synapse Medical Services*

Dr Margaret Faux is a Solicitor of the Supreme Court of NSW and the High Court of Australia, having practiced law for over two decades. Margaret is an academic scholar of Medicare and health insurance law and has a PhD on the topic of Medicare claiming and compliance. Margaret has over 100 publications on the topic of Medicare billing and compliance, both peer reviewed and popular media. Margaret has also been administering medical billing since Medicare began (across every medical specialty), is a Registered Nurse, and the founder and CEO of global Medtech company, Synapse Medical, which operates one of the largest medical billing services in Australia via an app based billing system with Australia's only medical billing rules engine. Margaret is passionate about supporting doctors with their Medicare compliance obligations and unravelling the mysteries of Medicare and established Synapse's training academy, The Australian Institute of Medical Administration and Compliance 'AIMAC' to further that purpose. AIMAC offers the only comprehensive online courses on medical billing in the country. Margaret is considered one of Australia's leading experts on the operation of Medicare and contributes widely to the



# Speakers

## **Emily Elst**

*Hoxton MPM*

Emily Elst is the General Manager at Hoxton Medical Practice Management. Hoxton MPM is a provider of comprehensive outsourced administration services for doctors. Providing them the freedom to focus on their clinical practice with the certainty that their business is operating efficiently. Emily has worked in management and the health care industry for over twenty years, including roles in practice management, training and education, sales, development and marketing. With eight years' experience as Operations Manager in medical software, Emily has broad experience in the assessment and establishment of new practices. Her role at Hoxton MPM utilises her capabilities in change management, IT services, staff education and high level service delivery.

## **Josephine Mammone**

*Baker & McKenzie*

Josephine is an Associate in the Employment team at global law firm Baker McKenzie and was admitted to practice in November 2018. She has a broad range of experience in employment law gained through working in a variety of settings. This includes in private practice working primarily for large national and multinational employers, at an employer association and in-house on secondment. Josephine holds a Juris Doctor degree and a Bachelor of Arts (Psychology and Criminology) from the University of Melbourne.

## **Michael Waycott**

*Bongiorno Group*

Michael has provided accounting and consulting services to the Dental and Medical Profession since 1998 and is a Director of the Bongiorno Group. Michael holds a Bachelor of Business degree (Acct Major), is a member of the National Institute of Accountants (MNTA) and has attained the Diploma of Financial Services (FP) as well as holding his Cert IV FMB. Michael is a regular speaker with the Royal Australian College of Surgeons, the Australian Society of Anaesthetists and the General Surgeons of Australia. Michael presents at various conference and workshops around Australia discussing topics pertaining to finance that are relevant to all medical professionals.

## **Paul Zparas**

*Zparas Lawyers*

Paul Zparas is a partner at Zparas Lawyers. Paul joined the family business in 2007 and has over 15 years of experience in personal injury litigation. Before commencing at Zparas Lawyers, Paul was a Solicitor and Senior Associate at Mallesons and Freehills, which are city based corporate law firms.

Paul is the head of the WorkCover department at Zparas lawyers and has extensive experience in management and leadership. He has a passion for helping those injured as a result of a workplace injury, supporting them through their compensable journey and striving for the best outcomes possible. He has successfully represented thousands of clients and is regarded as being one of the most experienced and highly respected lawyers in personal injury litigation.

# Speakers

## Nicole Yap

### FRACS

Dr Nicole Yap FRACS MBBS (Melb) A.MusA Breast Cancer and Reconstructive, thyroid, and melanoma surgeon, based at St Vincent's Private, Epworth and Mulgrave Private. Her breast oncoplastic work was augmented with a Fellowship in Paris at the Paris Breast Centre with Prof Krishna Clough; and Lyon, at Leon Berard Centre and Clinique Charcot, with Dr Emmanuel Delay. Whilst running a private practice, other activities include Deputy Chair VRC at RACS, AMA Councillor, President of Australian Chinese Medical Association of Victoria, Board member of Pink Hope, committee member of Medico-Legal Society of Victoria. Dr Yap also was involved in surgical education as Educator and Examiner of Monash Medical students and co-editor of McGraw's "Surgery-on-call". Dr Yap was one of the convenors who was involved with the inaugural Setting up Private Practice Workshop, and has been involved with the growth of each subsequent event.

## Madhavi Ligam

### Avant

Madhavi Ligam is a senior solicitor at Avant Law. She provides advice to members on a range of professional conduct matters such as AHPRA investigations, Medicare reviews and audits and Coronial investigations. Before working at Avant, Madhavi practiced as a solicitor at DLA Piper, both in their Melbourne and Auckland offices, and she worked as a judge's associate to the Hon. Justice Tony Pagone in the Supreme Court of Victoria. Madhavi graduated from Monash University in 2007 with a Bachelor of Arts (Honours)/ Bachelor of Law and completed her Masters in Law at the London School of Economics in 2012.

## Michael Law

### FRACS

Michael is a breast and endocrine surgeon from Melbourne. He has been working both in public and private for over 10 years. He is one of the directors of a breast and endocrine practice based in Eastern Melbourne and also serves as the clinical director of breast and endocrine surgery at Eastern Health. Michael has been actively involved in the Preparation for Practice Course since its inception and had been on the faculty for many years.

## Jim Tsirtsakis

### Bongiorno

Jim has been managing client's taxation, insurance, finance and investment needs, providing specialist accounting and financial advice to the medical profession. He holds a Bachelor of Business Degree in Accounting, the Diploma of Financial Planning, is a CERTIFIED FINANCIAL PLANNER®, a Chartered Tax Advisor (CTA) and a Fellow of the Institute of Public Accountants (FIPA). Jim is also a regular presenter and contributor to various medical organisations and is well qualified to advise on the financial needs of investors.

## Matthew Homewood

### Bongiorno Group

Matthew has been with the Bongiorno Group since 2013. As well as looking after his own clients, Matthew is an insurance specialist working closely with Director Michael Waycott and looking after the insurance needs of private medical professionals and specialists. Holding a Bachelor of Commerce/Arts degree from the University of Melbourne, with majors in Finance, Management and Criminology, Matt has also attained his Diploma of Financial Planning and Certificate IV in Mortgage Finance Broking.

# Speakers

## Anne Moutsos

### *Healthscope*

Anne has extensive senior leadership experience in strategy, marketing, communication and business development having worked within the private healthcare sector in Victoria for over 20 years. Following completion of a Bachelor of Science (Monash) and Post Grad Dip (Audiology), she embarked on a career in the pharmaceutical industry, working with General Practitioners and Specialists across metropolitan Melbourne, regional Victoria and Tasmania. She moved into the private health care sector in 1999, managing marketing and business development projects for a number of private hospitals in Melbourne – from advanced tertiary to smaller boutique facilities. Following a 10 year career at Ramsay Health Care, most recently in the capacity of State Business Development Manager, Anne joined Healthscope in early 2019 as the Victorian & Tasmanian State Business Development Manager, overseeing projects across their 15 private hospitals. As an innovative and collaborative Hospital Business Development Manager with proven success in identifying, developing and facilitating effective private practice and referral base growth initiatives, Anne understands the unique challenges of establishing and developing a private specialist practice in the digital age and the importance of evidence based decision making.

## Maree Mendola

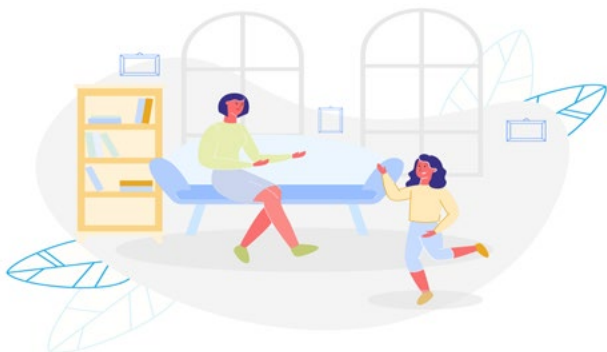
### *Ramsay Health*

With more than 20 years in the healthcare field, Maree started her career as a registered nurse in the perioperative environment. Maree has held a number of senior management and leadership roles throughout her career including as a Clinical Educator, Perioperative Services Manager, Director of Clinical Services, General Manager and is currently the Chief Executive Officer of Mitcham and Waverley Private Hospitals. With the majority of her time spent in the Private Healthcare system, Maree has been consistent in her commitment to find ways to enhance delivery of healthcare services and improve the quality of the patient experience.

## Melo Calarco

### *Mindfulness and High Performance Coach*

Melo learned to manage highly challenging and stressful situations, build mental endurance and rise above adversity from his life lessons on the road where he cycled, trekked and traveled over 30,000km's around the planet on his mountain bike. He traversed Africa, Asia, India, Nepal, Europe and North America, along the way he had to overcome many obstacles and demanding encounters, including near-death experiences. While travelling he has also immersed himself in the meditative and spiritual practices from the remote corners of the globe. He now shares that deep experience in his professional role as a certified performance coach and mindfulness facilitator with corporate CEO's, managers and directors of large companies, as well as sporting professionals, entrepreneurs, thought leaders and individuals that want to be the absolute best at their craft.





# Program - Day 1

Saturday, 13 August 2022

**8.15AM**      **REGISTRATION**

**8.45AM**      **WELCOME**

Dr Patrick Lo, RACS Fellow, Convenor

**9.00AM**      **STARTING YOUR OWN PRIVATE PRACTICE**

Dr Mariolyn Raj, RACS Fellow, Convenor

The experience of starting your own practice from a fellow of the college of surgeon

**9.30AM**      **ROOMS AND FIT OUT**

Caroline Chaplin, Rooms with Style

How to establish private rooms

**10.00AM**      **BUILDING A PRACTICE ADMINISTRATION TEAM**

Emily Elst - Hoxton MPM

Choosing the right staff and establishing an efficient administration team will ensure the successful running of your practice and allows the surgeons to focus on the surgical aspect of the practice

**10.30AM**      **MORNING TEA**

**11.00AM**      **MEDICAL BILLING: LEGAL, PRACTICAL & ETHICAL CONSEQUENCES**

Dr Margaret Faux, Synapse Medical

This interactive session will explore the complex question of how we pay for health, and how to approach fee setting in the current climate of pressured health budgets and consumer dissatisfaction with out of pocket costs

**12.00PM**      **MEDICAL MARKETING AND PROMOTION**

Mr Chris Ladds, MIGA

Outline the legal and ethical consideration in marketing your practice

**12.30PM**      **LUNCH**

**1.30PM**      **EMPLOYMENT CONTRACTS AND BULLYING AND HARASSMENT IN THE WORKPLACE**

Ms Josephine Mammone, Baker McKenzie

Discussion of the employment law implications of establishing a surgical private practice

**2.15PM**      **WORKING WITH TAC/WORKCOVER, PREPARING MEDICO LEGAL REPORTS**

Mr Paul Zaparas, Zaparas Lawyers

Presentation of an often misunderstood and poorly tapped component of a private surgical practice

**3.00PM**      **AFTERNOON TEA**

**3.30PM**      **FINANCIAL INDEPENDENCE FOR SURGEONS**

Mr Michael Waycott, Bongiorno and Mr Jim Tsirtsakis, Bongiorno

Now that you have established your surgical practice, what will you (or should you) do with your earnings? How can you make your earnings work for you in your professional and your personal life

**4.30PM**      **BUILDING A REFERRAL BASE**

Nicole Yap FRACS - TBA

Establishing a good and continuous referral base is vital to a successful surgical practice

**5.15PM**      **Q&A AND CLOSE**

Dr Patrick Lo and Dr Mariolyn Raj, Convenors

**6.30PM**      **SOCIAL DINNER AT NO. 35, SOFITEL**

Dress: smart casual

# Program - Day 2

Sunday, 14 August 2022

**8.30AM**      **ARRIVAL TEA & COFFEE**

**9.00AM**      **WORKING WITH PRIVATE HOSPITALS,  
INTERACTIVE SESSION**

Ms Maree Mendola, Ramsay Health and  
Ms Anne Moutsos, Healthscope

The importance of a good working relationship with the private hospitals can make or break your early surgical practice. Understanding the workings of the private hospitals and clinics will allow you to progress in your private work

**9.45AM**      **PROTECTING YOUR MOST IMPORTANT ASSET**

Mr Michael Waycott, Bongiorno and  
Mr Matthew Homewood, Bongiorno

Insure, insure, insure! Without looking after you there will be no surgical practice

**10.30AM**      **MORNING TEA**

**11.00AM**      **RECORD KEEPING - PRACTICE MANAGEMENT  
SOFTWARE**

Shaun Lyons– Genie Solutions

Presentation of various surgical practice software vital to the functioning of your practice

**12.00PM**      **BILLING INTERACTIVE:**

Dr Michael Law, FRACS

How do you bill and what is the correct way to bill?

**12.30PM**      **LUNCH**

**12.45PM**      **PHOTOGRAPHY SESSION COMMENCES**

Wendy Stiles Photography

**1.30PM**      **MITIGATING RISK:** Ms Madhavi Ligam,  
Avant

Protection is key to ensuring you have long, productive and secure professional career

**2.00PM**      **MINDFULNESS SPEAKER**

Mr Melo Calarco

Look after your mental health and your psyche for without these, no amount of earning and success in your practice will overcome the struggles within!

**2.30PM**      **BREAK**

**2.45PM**      **PHOTOGRAPHY SESSION CONTINUES**

Wendy Stiles Photography

One head shot per person included

**2.45PM**      **Q&A**

Dr Patrick Lo and Dr Mariolyn Raj,  
Convenors

**4.45PM**      **CLOSE**



## Industry

The Younger Fellows Committee and the Victorian State Committee would like to acknowledge and thank the following supporters

### Major Sponsors



### Sponsors and Trade Show Exhibitors



## Futher Information

RACS is the leading advocate for surgical standards, professionalism and surgical education in Australia and New Zealand and is a not-for-profit organisation that represents its members. We recognise the value and role of sponsors in assisting RACS to deliver educational events and we carefully select our sponsors. Any sponsorship agreements entered into with RACS is not an official endorsement of products or services

### Registration information

Registration priority is given to Fellows of the College. In the unlikely event that insufficient registrations are received to make this Victorian State Event viable or the date or location of this activity is changed, the College takes no responsibility for additional individual costs incurred as a result. Please refrain from booking flights and accommodation until confirming that the activity is taking place with the Victorian State Office.

If a participant cancels their place in this activity the following conditions apply:

- For cancellations greater than four weeks before an activity, participants are eligible for a full refund.
- For cancellations between two and four weeks before an activity, participants are eligible for a 50% refund
- There are no refunds for cancellations less than two weeks before this Victorian State Event although consideration will be given to circumstances of a medical or compassionate nature for which evidence is supplied
- Please note that dinner cancellations less than 7 days before the event will incur a fee

While the support of sponsors for this program is greatly valued by the College, the College does not endorse any particular sponsors' products and Fellows should make their own decisions in this regard.

### Photography permission

During this Victorian State Event, the College may take photographs and make video recordings of the proceedings and attendees. These photographs and video recordings may be used for the following purposes:

- Reporting on this Victorian State Event in College online and hard copy publications
- Marketing future College events, including online and on social media

If you do not wish to be included in a photograph or video please advise the photographer

The College handles personal information collected by it in accordance with privacy legislation. The College's privacy policy is located on its website and the Privacy Officer may be contacted at: [privacy@sugeons.org](mailto:privacy@sugeons.org) with enquiries or complaints.

### Venue Information

Royal Australasian College of Surgeons  
250-290 Spring Street  
Melbourne East, 3002

Please be aware that there is only limited parking at the College.

## Contact Details

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