

OTHER SERVICES AVAILABLE ON SITE:

- Acupuncture
- 24 Hours Holter Monitor Test
- Physiotherapy
- Exercise Physiology
- Osteopathy
- Chiropractic
- Podiatry
- Endocrinology
- General Surgeon
- Audiometry
- Skin Check
- Spirometry
- Iron Infusion
- Implanon
- IUD/ Mirena
- Pre-Employment Assessment
- Rail Assessment (CAT 1 & 2)
- Travel Vaccinations
- Cosmetics
- Pathology Collection - Melbourne Pathology
- Pharmacy – Bloom the Chemist Pharmacy

Please note – private fees may apply to certain services

Complaints

All complaints are regarded as priority and are used for Quality Improvement for our services. All complaints will be dealt with immediately. We have a patient feedback box located at the reception desk for all feedback. If you feel your complaint has not been resolved to your satisfaction, then you can contact the:

Health Complaints Commissioner

Phone: **1300 582 113**
 Fax: **03 9032 3111**
 Email: hcc@hcc.vic.gov.au
 Post: **Health Service Commissioner**
Level 26/570 Bourke Street,
Melbourne, VIC 3000

BOOK ONLINE TODAY

HOT DOC APP:



HOT DOC ONLINE:



ESSENDON
1138 Mt Alexander Rd, Essendon VIC 3040

Phone: 03 9374 1322

Fax: 03 9374 1546

Email: reception@siamedical.com.au

Website: <https://www.siamed.com.au/>

Opening Hours

Monday - Friday 7am - 10pm

Saturday - Sunday 8am - 10pm

Public Holidays – 8am-8pm

SIA Medical

SIA Medical was established in 1993 and was founded by Dr Martin Sia in Melbourne's northwest. We have since expanded to 8 clinics:

- Box Hill
- Burwood
- Croydon
- Essendon
- Footscray
- Moonee Ponds
- Montrose
- Mulgrave

We service a growing population of diverse patients ranging from families to young professionals and refugees which varies from clinic to clinic. All clinics are fully accredited and with some providing teaching to GP registrars and medical students. Most of our clinics are also complemented with allied health and onsite pathology.

At SIA Medical Centre we understand the importance of work-life balance. If you are a General Practitioner with Vocational Registration, find out more below about how we can help you to fulfill your professional and personal goals.

SIA Essendon was our very first clinic and was established in May 1993.

Doctors:

<i>Dr Amer Gilani</i>	<i>Dr Melanny Ho</i>
<i>Dr Van Hung Tran</i>	<i>Dr Sara Rostom</i>
<i>Dr Choo-Yin Yek</i>	<i>Dr Violette Tadros</i>
<i>Dr Jason Chua</i>	<i>Dr Lucy Doan</i>
<i>Dr Bill Panos</i>	<i>Dr My Huong San</i>
<i>Dr Andrey Brodsky</i>	<i>Dr Emma Brown</i>
<i>Dr Yi-Kai Chang</i>	<i>Dr Azadeh Karimi</i>
<i>Dr Salman Zaheer</i>	<i>Dr Jee Hao Lim</i>
<i>Dr Richard Sia</i>	<i>Dr Elahe Arbabiaval</i>
<i>Dr Tat-Low Ng</i>	<i>Dr Kevin Aldanu</i>
<i>Dr T K Vishakantegowda</i>	

Independent Specialists

Dr Jal Bhathawalla (Surgeon)
Dr Ghassan Alhami (Endocrinologist)
Dr Amir Aarabi (Nephrologist)

Nurses:

<i>Taylah Ericson</i>	- Registered Nurse (Div 1)
<i>Paloma Coleman</i>	- Registered Nurse (Div 1)
<i>Christina O'Connell</i>	- Registered Nurse (Div 1)
<i>Mabel Pek</i>	- Registered Nurse (Div 1)
<i>Emma Panayiotou</i>	- Registered Nurse (Div 1)

Allied Health and Specialists

<i>David Lovatt (Acupuncturist)</i>	<i>Lillian Ghatts (Podiatrist)</i>
<i>Drew Thompson (Chiropractor)</i>	<i>Alison White (Psychologist)</i>
<i>Melissa Chiang (Chiropractor)</i>	<i>Susanne Hall (Psychologist)</i>
<i>Albert Yeap (Diabetes Educator)</i>	<i>Leigh Doolan (Osteopath)</i>
<i>Joe De Franco (Physiotherapist)</i>	<i>Peter Shaker (Podiatrist)</i>
<i>Monique Nogueira (Exercise Physiologist)</i>	<i>Alyssa Tan (Dietitian)</i>
<i>Lily Gavas (Dermal Clinician)</i>	

Appointments

Consultation is by appointments; however, we welcome walk-ins, and you will be allocated at the earliest convenience. URGENT medical matters will be dealt with as a priority. Please advise our friendly receptionists if you are experiencing any **chest pains or shortness of breath** on arrival.

We would appreciate you calling to cancel your appointment as we can then accommodate another patient in need. Every effort is made to adhere to the appointment times; however, this can be difficult due to emergencies and walk-ins or unexpected longer consultations. To ensure we allocate the correct time for your appointment please advise the receptionists when making the appointment that you require a longer consultation (e.g. pap smears, counselling, care plans medicals, postnatal check-ups etc.)

Continuity of Care

We will 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 it is not always likely to see the same doctor; however, we do encourage you to continue to be treated by the same doctor.

Waiting Time

We have several measures to assist in streamlining the waiting room and improving the waiting room and patient flow in our Medical Centre. Please advise the type of appointment you require when booking, or if the doctor or nurse has advised you to have something completed at your next appointment. Please remind reception on arrival.

Telephone Calls

Phone consultation is by appointments. Please be aware that all the phone consultation will be privately charged (according to the standard consultation). You'll need to have at least one F2F consultation in the past 12 months to get Medicare rebate. No TH for new patients.

Scripts & Referrals

It is important that you see your regular doctor for your scripts and referrals.

Transfer of Medical Records

If in the case you require your medical records to be transferred to another medical centre you will be required to fill in a transfer of medical records form and pay a fee of \$25.00 for copying and administration time, anything less than 10 pages will be transferred for free.

Interpreter Services

If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on **1300 131 450** directly.

Patient Test Results

Patients are required to return to the clinic for their test results and no results will be given over the phone due to privacy laws. If you have an urgent result, you will be contacted via telephone immediately. To ensure we are able to contact you at all times please ensure your details are up to date when you have a change of address, phone number etc.

Recalls and Reminder Systems
For preventative care and follow up our clinic has a recall and reminder system in place whereby we will contact you by SMS or phone call for a follow up of a care plan, diabetes management, skin checks, mammogram etc. Patients who attend our practice will automatically be on the recall register if you do not wish to be involved in this system, please notify the doctor, nurse and reception.

Chronic Disease
Our clinic is committed to supporting patients prevent the development of chronic disease. We offer risk assessments for diabetes, heart disease etc.

Health

We offer health assessments for over 75, 45-year-old, health check for Aboriginal and Torres Strait Islanders and healthy kids checks. Patients that are 45-49 are encouraged to have a health assessment to identify chronic disease and put preventative measures in place.

Management of Your Personal Health Information

Your medical record is a confidential document. It is the policy of our centre to maintain security of your personal health information at all times and to ensure that this information is only available to authorised members of staff. All members of staff at this practice have signed a confidentiality agreement. Please be aware that some practices charge an administration fee for the transfer of patient records.

After	Hours	Care:
Our bulk billing visiting doctor service operates when the clinic is closed and can be contacted on 13 26 60 (Doctor Doctor). For all emergencies, please call 000 or attend your nearest hospital.		

Parking

On Street 2-hour car parking is available.

SIA Medical Centre Fees

Sia Medical Centre Essendon is a Mixed Billing Clinic:
Please note, all booked consultations incur an **out-of-pocket fee**.

Bulk-billing is available (Monday to Friday) 7am-6pm (must be seen before 6pm) for ***walk-ins*** patients only however, we will stop the walk-ins if there is an extensive wait.

Bulk Billing is also available for **Veteran (DVA) Card holders**
(only Monday-Friday 8am-6pm)

Private Consultation Fees - Monday to Friday

<u>7am to 8 am</u>	
Regular consultation	\$120
Long Consultation	\$180
<u>8am to 8pm</u>	
Regular consultation	\$100
Long Consultation	\$160
<u>8pm to Close</u>	
Regular consultation	\$120
Long Consultation	\$180

Private Consultation Fees - Saturday

<u>8am to 1pm</u>	
Regular consultation	\$100
Long Consultation	\$160
<u>1pm to Close</u>	
Regular consultation	\$120
Long Consultation	\$180

Private Consultation Fees - Sunday and Public Holidays

Regular consultation	\$120
Long Consultation	\$180

Kindly note the above charges are for standard consultations only. Please ensure you inform our reception staff should you require a longer appointment as an additional fee will apply.

Please note if additional fees may apply for any procedures.