SIA Medical Centre

Level 1, 21-23 Maroondah Hwy
Croydon 3136
Phone: 03 9723 0358
Fax: 03 9723 2651
Email: croydonreception@siamedical.com.au
WEBSITE: www.siamedical.com.au
Facebook: https://www.facebook.com/siamedcroydon/

Opening Hours
Monday & Wednesday: 8am - 8pm
Tuesday, Thursday & Friday: 8am - 5pm
Saturday: 8.30 -11:30am (Only some Saturdays)
Sunday and Public Holiday: CLOSED

OTHER SERVICES AVAILABLE ON SITE:

- ***24 Hours Holter Monitor Test***
- ***24 Hours Blood Pressure Monitor***
- ***Iron Infusion***
- ***Work Cover Consultations***
- ***Ear Syringing***
- ***Ear Suctioning***
- ***Cryotherapy***
- ***Physiotherapy***
- ***Podiatry***
- ***Skin Check***
- ***Implanon Insertion/Removal***
- ***Dressings***
- ***Travel Vaccinations***
- ***Pathology Collection - Melbourne Pathology***

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:

SIA Medical
SIA Medical was established in 1993 and was founded by ***Dr Martin Sia*** *in Melbourne's northwest. We have since expanded to 9 clinics:*

- *Berwick*
- *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.

Our Doctors:

Dr Imre Sagi
Provider number: 210071HH
General Practitioner
Languages: English and Hungarian

Dr Peter Shanley
Provider number: 0176508Y
General Practitioner

Dr Sang Kim
Provider number: 4095069A
General Practitioner
Special Interest: Skin Checks
Languages: Korean and English

Dr Nikki Hamilton (Skin Checks and Procedures)
Provider number: 22723AJ
General Practitioner

Dr Minoli Cumaranatunge
Provider number: 261483JJ
General Practitioner
Special Interest: Women's Health

Dr Miriam Tracey
Provider number: 2139357T
General Practitioner

Nurses:
Ms Kathy Shanley: Registered Nurse (Div 1)
Ms Gillian Westendorp: Registered Nurse (Div 1)
Ms Helen McGee: Enrolled Nurse (Div 2)

Croydon

PRACTICE INFORMATION SHEET

Allied Health

Physiotherapy: Peter Hsieh
Podiatry: Michelle Davies
Exercise Physiology: Philip Dyck
Psychologist: Dr Phoebe Kho
Diabetes Educator: Albert Yeap
Dietician: Gabrielle Pether

Appointments

Consultation is by appointments only.
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, 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 possible 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

Doctors can take phone calls if they have the time. If they happen to be busy in another consultation, the nurse can assist to determine the urgency and can triage you accordingly.

Scripts & Referrals

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

Transfer of Medical Records

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 $20.00 for collation, postage and administration time.

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 Assessments

We offer health assessments for over 75, 45-year-old, health check for Aboriginal and Torres Strait Islanders and healthy kids check. 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

Onsite parking is available in the carpark at the front of our clinic.

SIA Medical Centre Fees

SIA Medical Centre Croydon is a Mixed Billing Practice.
Fees (as of August 2025):
Private Consultation Fees:
Standard Consultation - $99
Extended Consultation - $145
Concession/Pension Card Holders:
Standard Consultation - $78
Extended Consultation - $123

Dr Nikki Hamilton Fee Schedule:
Private Patients:
Skin Clinic Standard - $157.85
Skin Clinic Extended - $212.90
Concession/Pension Card Holders:
Skin Clinic Standard - $102.85
Skin Clinic Extended - $142.90

Please be advised that there is a small surcharge on all EFT Payments.

Care Plans, Care Plan Reviews and Health Assessments are Bulk Billed. Ask your GP to see if you are eligible.