



SIA Medical Centre

Level 1/190 Barkly Street, Footscray, 3011
Phone: 8538 8111 Fax: 8538 8112
Email: footscrayreception@siamedical.com.au
Website: www.siamed.com.au/footscray

Practice philosophy

We here at SIA Medical are committed to providing quality healthcare to families and individuals in the community.

Billing arrangements

SIA Medical Centre Footscray is a mixed billing clinic.

Standard Consultation Fees

Monday to Friday 8am–8pm

\$93.00

Monday to Friday after 8pm

\$123.00

Saturday before 1pm

\$99.00

Saturday after 1pm

Sunday all day & Public Holidays

\$123.00

Telehealth

\$95.00

Appointments

Consultation is by appointment; however, we welcome walk-ins and you will be allocated in 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. 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, medicals, postnatal check-ups etc.)

Recall & Reminder System

For preventative care and follow up our clinic has a recall and reminder system in place whereby we will contact you via letter 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 a member of staff.

Communication with patients by telephone and electronic means

Telephone contact by patients to doctors are welcome however, due to the doctor's schedule immediate communication may not be available. In this instance a message will be taken and the recipient will return your call at the earliest convenience.

There are risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Email is not a secure form of communication and is not encouraged. Patients must be aware that any communication they direct to the surgery via email is also NOT secure and confidentiality cannot be guaranteed. Patients communicating through email do so at their own risk. If you do choose to contact the surgery via email, this is considered as patient consent to reply via email. Our email is only monitored during working hours. If you have an issue that requires urgent attention, we request that you contact the practice via telephone.

After hours care

The practice provides 24-hour care for patients.

When the clinic is closed the phones are diverted to Doctor Doctor Service who provides after hours care. Please ring the practice number 8538 8111 and you will be directed to the Locum Service. You may call the Locum Service directly on 132 660.

PRACTICE DOCTORS

Dr. John He

Dr. Aiy Sir Tang

Dr. May Tang

Dr. Hoie Kidd Leong

Dr. Victor Luu

Dr. Yu Gen Lim

Dr. Darren Loo

Dr. Malcolm Webb

Dr. Andres Acosta Rippe

Dr. Omar Zuletta

OTHER SERVICES

Evado Studios- Physiotherapy

Superfoot Podiatry

Leanne Piller- Psychologist

Apex Hearing- Audiology

Australian Clinical Labs

PRACTICE HOURS

Monday to Thursday

8am – 11pm

Friday

8am-10pm

Saturday and Sunday

9am – 5pm

Public Holidays

Hours may vary





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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.

Home visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the clinic. If you have any enquiries, please discuss with your 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.

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.

Privacy policy

The practice is committed to maintaining the confidentiality of your personal information. It is the policy of the practice to maintain security of personal health information at all times and to ensure that the information is only available to members of staff and comply with the privacy act.

Further information on our privacy can be found on our website or ask for a copy at reception.

Chronic disease management

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 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.

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.

Complaints

All complaints are regarded as priority and are used for quality improvement for our services. All complaints will be dealt with immediately.

If you feel your complaint has not been resolved to your satisfaction, then you can contact the:

Victorian Health Complaints

Commissioner

Phone: 1300 582 113

Email: hcc@hcc.vic.gov.au

Mail: Health Service

Commissioner

Level 26/570 Bourke Street,
Melbourne VIC 3000

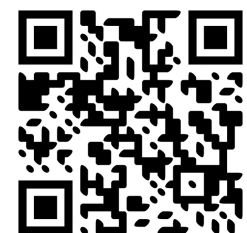
Online Booking

Book your next appointment online via the Hotdoc app!



Get Social!

Follow us on Facebook for updates and service information.



Clinic Services

- 24 hour holter monitor
- Physiotherapy
- Podiatry
- Audiometry
- Skin cancer checks
- Iron infusion
- Spirometry
- Pre-Employment medicals
- Childhood immunisations
- Adult immunisations
- Chronic disease care plans
- Mental health care plans
- Health assessments
- Pathology collection
- Chemist Warehouse