

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.

OTHER SERVICES AVAILABLE ON SITE:

- Acupuncture
- 24 Hours Holter Monitor Test
- 24 Hours Blood Pressure Monitor
- Physiotherapy
- Osteopathy
- Chiropractic
- Podiatry – Holistic Foot Care
- Endocrinology
- Surgeon
- Audiometry
- Skin Check
- Spirometry
- Iron Infusion
- Pre-Employment/ Rail Assessment
- Travel Vaccinations
- 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:



SIA Medical Centre

ESSENDON

1138 Mt Alexander Rd, Essendon VIC 3040

Phone: 03 9374 1322

Fax: 03 9374 1546

Email: reception@siamedical.com.au

Facebook: <https://www.facebook.com/siamedessendon>

Opening Hours

Monday - Friday 7am - 10pm

Saturday - Sunday 8am -10pm

Public Holidays - Opening times may vary

The Practice

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.

Our Doctors:

Dr Amer Gilani

Dr Andrey Brodsky

Dr Aous Abuljabar

Dr Bill Panos

Dr Choo-Yin Yek

Dr Jason Chua

Dr Jee Hao Lim

Dr Manisha Fernando

Dr Yi-Kai Chang

Dr Martin Sia

Dr My Huong San

Dr Richard Sia

Dr Salman Zaheer

Dr Sara Rostom

Dr T K Vishakantegowda

Dr Tat Low Ng

Dr Van Hung Tran

Dr Violette Tadros

Dr Srilekha Ragupathy

Nurses:

Taylah Ericson - Registered Nurse (Div 1)

Paloma Coleman - Registered Nurse (Div 1)

Merlina Baiano - Registered Nurse (Div 1)

Christina O'Connell - Registered Nurse (Div 1)

Ashleigh Tihi- Registered Nurse (Div 1)

Deepika Chawla - Enrolled Nurse (Div 2)



Allied Health and Specialists

David Lovatt (*Acupuncturist*) Lillian Ghattis (*Podiatrist*)
Drew Thompson (*Chiropractor*) Alison White (*Psychologist*)
Melissa Chiang (*Chiropractor*) Susanne Hall (*Psychologist*)
Albert Yeap (*Diabetes Educator*) Leigh Doolan (*Osteopath*)
Alyssa Tan Zhi Ying (*Dietician*) Peter Shaker (*Podiatrist*)
Omer Turkmen (*Physiotherapist*)
Huong Quoc Ho (*Physiotherapist*)

Independent Specialists

Dr Jal Bathawalla (*Surgeon*)
Dr Ghassan Alhami (*Endocrinologist*)

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

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

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 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

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) until 6pm for ***walk in*** patients only however, there is an extensive wait for the next available doctor.

Bulk Billing is also available for

- Veteran (DVA) Card holders
- Bulk billing seniors aged over 65 with a valid pension card

(only Monday-Friday 7am-6pm)

Private Consultation Fees - Monday to Friday

7am to 8 am

Regular consultation \$112

Long Consultation \$155

8am to 8pm

Regular consultation \$92

Long Consultation \$135

8pm to Close

Regular consultation \$112

Long Consultation \$155

Private Consultation Fees - Saturday

8am to 1pm

Regular consultation \$92

Long Consultation \$135

1pm to Close

Regular consultation \$112

Long Consultation \$155

Private Consultation Fees - Sunday and Public Holidays

Regular consultation \$112

Long Consultation \$155

Please note if additional fees may apply for any procedures. If you require a longer consult, please advise one of our team members.

