

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

Our Centre also uses Medinet for after-hours GP services which is a telehealth app for contacting a doctor for medical needs. You can download the app from google or apple store. It's a 100% private billing service and does not currently access Medicare. Please note, Medinet is not intended to replace emergency requirement.

OTHER SERVICES AVAILABLE ON SITE:

- Osteopathy
- Podiatry
- Skin Check
- Iron Infusion
- IUD Insertion
- Pre-Employment/ Rail Assessment
- Travel Vaccinations
- Women's Health
- Men's Health'
- Family Health
- Pathology Collection - Melbourne Pathology

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:

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**

Nurses:

Dianne: Endorsed Enrolled Nurse (Div 2)

Louise: Registered Nurse (Div 1)

Kim: Registered Nurse (Div 1)



641 Mt Alexander Rd, Moonee Ponds VIC 3039

Phone: 03 9370 7733

Fax: 03 93708344

Email: mpreception@siamedical.com.au

Opening Hours

Monday- Friday: 8:00am - 6:00pm

Saturday: 9:00am – 12:00pm

Sunday: CLOSED

Public Holidays: Times may vary.

The Practice

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

Our Doctors

- Dr Andrew Cheasley MBBS, FRACGP
- Provider No: 223828BK
- Dr Rita Furlan MBBS(Hons)FRACGP
- Provider No: 223807DT
- Dr Christina Mason MBBS FRACGP
- Provider No: 410300CW
- Dr Sarah Zhang MD FRACGP
- Provider No: 5213315K
- Dr Caroline Anderson MBChB FRACGP
- PG Cert Medical Education
- Provider No: 5011006F

Allied Health and Specialists

- Lucia Ho – Osteopath and Lymphoedema Therapist
- Peter Shaker – Podiatrist
- Karen Burns - Psychologist

Appointments – Consultation is by appointments; 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. 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.

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

Electronic Communication - 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.

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 \$22.00 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 can always contact you 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 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 Traits 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 always maintain security of your personal health information 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.

Parking – 2Hr on Street Parking or underground parking and Moonee Ponds central, and Kmart and Aldi- Fees may apply for this parking.

SIA Medical Centre Fees – SIA Medical Centre Moonee Ponds is a mixed billing clinic, **patients who do not have a Medicare card or private insurance will be charged the full private fee.**

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| Standard Consultation | \$105.00 |
| Long Consultation | \$170.00 |

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.