

**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.

### **Parking**

Box Hill Central and surrounding parking places. Disabled parking is also available in these parking areas.

**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:

### **Victorian Health Services Commissioner**

Phone: **1300 582 113**

Fax: **03 9032 3111**

Email: **hcc@hcc.vic.gov.au@dhhs.vic.gov.au**

Post: **Health Service Commissioner  
Level 26/570 Bourke Street,  
Melbourne VIC 3000**

**SIA Medical Centre Fees** – SIA Medical Centre Box Hill is a mixed-billing clinic; Bulk billing Monday to Friday; Private billing on weekend and public holidays

### **Private Consultation Fees (Non-Medicare Holder)**

Monday to Friday	9am – 6pm	\$82.00
Saturday	before 1pm	\$82.00
Saturday	after 1pm	\$105.00
Sunday all day & Public Holidays		\$105.00

**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.**

### **OTHER SERVICES AVAILABLE ON SITE:**

- **Acupuncture**
- **Pathology Collection (Melbourne Pathology)**

Operating Hours:

Monday and Wednesday 9.00 am to 1.30 pm

### **WEBSITE**

[www.siamedical.com.au](http://www.siamedical.com.au)

Hotdoc App



Hotdoc Online



### **PRACTICE INFORMATION SHEET**

Level 1, 938 Whitehorse Road

Box Hill 3128

Phone: **03 9020 0818**

Fax: **03 9021 8808**

Email: **bhreception@siamedical.com.au**

### **Opening Hours**

**Monday to Friday:** 9.00am – 5.30pm

**Saturday:** 10.00 - 5.00pm

**Sunday:** 9.00 - 1.00pm

**Public Holiday:** 9.00am – 1.00pm

### **The Practice**

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

### **Our Doctors:**

#### **Dr Martin Sia**

*Special interest in Acupuncture, Travel Vaccinations*

*Language: English and Mandarin*

#### **Dr Zhao Wang**

*Special Interest in Skin Check*

*Languages: English and Mandarin*

#### **Dr Jee Lim**

*General Practitioner*

*Language: English, Mandarin and Cantonese*

#### **Dr Sze Yee Ng**

*General Practitioner, Special interest in Acupuncture*

*Languages: English, Mandarin and Cantonese*

#### **Dr Syan Tan**

*General Practitioner*

*Language: English*

#### **Dr Benjamin Lam**

*General Practitioner*

*Language: English, Mandarin and Cantonese*

#### **Dr Alex Toh**

*General Practitioner*

*Language: English and Mandarin*

### **NURSE:**

#### **Ms Xuxin Hui**

*Registered Nurse*

*Languages: English and Mandarin*

#### **Ms Jin Wang**

*Registered Nurse*

*Languages: English and Mandarin*

### **Allied Health and Specialists:**

**Angela Wan** – Dietitian

**Ricardo D'souza** - Podiatrist

**George Tsai** - Physiotherapist

**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, 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.

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.

Alternatively, SIA Medical Box Hill provides after-hours care from within this practice for our patients until 11pm Monday to Friday once the clinic closes. Please note that the phone consultation fee of \$100 will apply and if a call out is requested a fee of \$300 will apply. Some of the call out fee is able to be rebated with Medicare.

**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.

**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.

### **Scripts & Referrals**

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

**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 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 the Doctor, nurse and reception.

### **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.

**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 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.

If at any time you wish to access information in your electronic health record, please call reception and leave a message for one of our nurses who will facilitate this for you. If you wish to transfer your health records from a previous practice you attended, reception can provide you with a form that authorises the transfer of your records to SIA Medical Centre. Please be aware that some practices charge an administration fee for the transfer of patient records.

**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.

**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.