



Patient Information Sheet
372 Wellington Rd, Mulgrave VIC 3170
Phone: 03 9117 8282 · Fax: 03 9117 8898
WEBSITE: www.siamed.com.au

Opening Hours

Monday to Friday: 8am – 6pm
Saturday : 9am - 3 pm
Sunday:
Public Holidays:

Parking

There is ample car parking located behind the building.
Disabled parking and access is also available.

SIA Medical Centre Fees – SIA Medical Centre Mulgrave is a mixed billing clinic. For patients who are not eligible to be bulk billed a fee is payable at the time of consultation and we accept cash, EFT, MasterCard, or Visa. .

Please note that we continue to bulk bill : All concession card holders, Children under 16 and Patients over 65

Private Consultation Fee

Mon-Fri and Sat am - **Standard consult \$75.00**
(Medicare rebate \$41.20)
Extended consult \$115.00 (Medicare rebate \$79.70)

Sat pm & Sunday/Public Hol **Standard consult \$90.00**
(Medicare rebate \$53.65)
Extended Consult \$130 (Medicare rebate \$92)

AVAILABLE ON SITE:

Pathology Collection (Australian Clinical Laboratory Pathology)

Operating Hours:

Mon to Fri: 8.00 am to 12pm
No appointments necessary

Vision Radiology - Bulk Billing Radiology

Operating Hours

Mon to Fri : 8.30 am to 5.00 pm **Ph 9087 4322**

The Practice

The team at SIA Medical Mulgrave are committed to providing quality healthcare to families and individuals in the community and to make this care as affordable as possible to everyone.

Our Doctors:

Dr Ching Kay Li

Dr Nadereh Mazloumi

Dr Yin Ho (Peter) Tsoi

Dr Shanaka Kuddithuwakku

Dr Deviprasad Dayasagar

Our Nurse:

Angelique

Appointments – Consultations at Sia Mulgrave are by appointment; however, we welcome walk-ins and you will be allocated the earliest possible appointment . 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, at times 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.) or book an extended consult on Hot Docs.

Non Attendance Charge - Please be aware that we have introduced a non attendance charge if you do not attend your booked appointment and you haven't advised us that you need to cancel . There will be a charge of \$30 per booked appointment . Cancellations are required 4 hours prior to the booking to avoid this charge. We are most grateful of your understanding and cooperation with this. It allows us to offer the appointment to other people in need.

Continuity of Care – We will always try and assist you in seeing 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 where practicable.

Waiting Time - We have several measures to assist in streamlining the waiting room and improving the waiting time 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 – After hours services are available from 6pm onwards. Please ring Doctor Doctor Service on 13 26 60 for after hours care. All clinical notes from this service are forwarded to us to be checked and scanned into your file.

If urgent, please ring 000 or attend:

Monash Medical Centre Emergency Department :

246 Clayton Road, Clayton Ph : 9594 6666

Dandenong Hospital Emergency Department:

135 David Street, Dandenong Ph: 9554 1000

Telephone Calls – If you would like to speak to the doctor over the phone, a telephone consultation can be arranged. Please advise reception if you would like to book a time to use this service as our doctors are unable to take calls from patients whilst consulting.

If you wish to leave a message for a doctor, all messages are passed onto doctors, if required the doctors or a staff member will call you back.

Patient Test Results – Patients are required to return to the clinic for their test results and results can not be given over the phone due to privacy laws. If we receive an urgent result for you, you will be contacted via telephone immediately. To ensure we are able to contact you at all times please check 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 important follow ups 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 arrange this for you. Please let us know this is required when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service directly on 1300 131 450 .

Chronic Disease – Our clinic is committed to supporting and assisting patients in preventing the development of chronic disease. We offer risk assessments for diabetes, heart disease etc.

Health Assessments – We offer health assessments for patients over 75. We also conduct 45-year-old checks and healthy kids checks. Patients that are 45-49 are encouraged to have a health assessment to identify possible chronic disease and put preventative measures in place. Heart Health Checks are an extremely valuable and important assessment and are available for patients over 30.

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 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 for copying and administration time. Anything less than 10 pages will be transferred for free.

Complaints

All complaints are regarded as a priority and of high importance. They are used for Quality Improvement for our services. All complaints will be dealt with immediately. Please ask to speak to the Practice Manager. We also have a patient feedback box located at the reception desk if you prefer anonymity. 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**

Fax: **03 9032 3111**

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

Post: **Health Service Commissioner**

**Level 26/570 Bourke Street, Melbourne
Victoria 3000**