

Parking

There is ample parking in front of the centre. Disabled parking is also available.

Complaints – All complaints are regarded as important 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 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

Procedures If a procedure is required there will be additional out of pocket costs incurred. These will vary according to the procedure and will be explained to you before the procedure begins by your GP.

OTHER SERVICES AVAILABLE ON SITE:

- **24 Hours Holter Monitor Test**
- **24 Hours Blood Pressure Monitor**
- **Skin Check**
- **Pathology Collection - Melbourne Pathology**
- **Work Cover Consultations**
- **Ear Syringe**
- **Cryotherapy**
- **Implanon Insertion and Removal**
- **General procedures'**
- **Dressings**
- **Mirena insertion (Dr Catherine)**

BOOK AN APPOINTMENT TODAY!

Through the Hot Doc App:



Through our Website:



SIA Medical Centre

Montrose

PRACTICE INFORMATION SHEET

10 Leith Rd

Montrose VIC 3765

Phone: 03 9728 6869 Fax: 03 9728 6407

Email: montrosereception@siamedical.com.au

WEBSITE: www.siamedical.com.au

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

Opening Hours

Monday- Friday 8am – 6pm

Saturday Sunday and Public Holiday: closed

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 Medical Croydon joined the SIA family in April 2020.

Our Doctors:

Dr Annette Carless

Provider number: 024847WA

General Practitioner

Dr Catherine Samuel

Provider number: 413967GK

General Practitioner

Dr Heidi Andersen-Dalheim

Provider number: 034800CF

General Practitioner

Dr Richard Sia

Provider number: 491404CT

General Practitioner

Dr Robin Rowe

Provider number: 0443665W

General Practitioner

Dr Steven Hall

Provider number: 036541JW

General Practitioner

Allied Health Practitioners

Psychologist: Miss Susanne 'Sue' Hall

Podiatry: Ms Lillian Ghattis

Our Nurses

Ms Diane Woods Registered Nurse (Div 1)

Ms Naomi Black Registered Nurse (Div 1)

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.

Cancellations

We would appreciate you calling to cancel your appointment as we can then accommodate another patient in need.

Timing

Every effort is made to adhere to the appointment times; however this can be difficult due to emergencies and unexpected longer consultations. To ensure we allocate the correct time for your appointment please advise the receptionist when making the appointment that you require a longer consultation (e.g. paperwork for insurance claims, 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 possible to see your usual 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.

Home Visits

Home visits are not usually provided only under extreme circumstances and approved by the GP, would we be able to provide this service.

After Hours

The Practice provides 24 hours care for patients. After opening hours and on weekends and public holidays when the clinic is closed the phones are diverted to Doctor Doctor Service who provides after hours care. Please ring the normal surgery number **03 9728 6869** and you will be directed to the Locum Service. You may call the Locum Service directly on 132 660. For all emergencies please call **000** or attend your nearest hospital.

Communication policy

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.

Email No clinical information will be provided via email. Email can be hacked so to avoid privacy breaches no information is transmitted this way. For other enquiries we will endeavour to reply within the week.

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 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.

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. 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 of \$22.00 for copying and administration time, anything less than 10 pages will be transferred for free.

SIA Medical Centre Fees

SIA Medical Centre Montrose is a Private Clinic.

Fees

All doctors

Private Consultation Fees

Regular consultation	\$87
Long Consultation	\$128

Patients between 12 and 18yrs and Pension Card Holders:

Regular consultation	\$67
Long Consultation	\$108

Children under 12 and Aged Pension Card Holders (65+ years)

Regular consultation	\$57
Long Consultation	\$98

Care Plans, Care Plan Reviews and Health Assessments Bulk-Billed. Ask your GP to see if you are eligible.

Please be Advised that there will be a small surcharge on all Eftpos Payments