

Patient Information

Quality healthcare close to home

2-6 Sussex Court, Sunbury VIC 3429 • 03 9216 5600 • Fax 03 9216 5699

www.vineyardmedicalcentre.com.au

Welcome to Vineyard Medical Centre (VMC). VMC is an accredited general practice offering a broad range of health services to the community. Our purpose-built practice opened in September 2016 and now includes 10 permanent General Practitioners, a skilled nursing team, onsite pathology, allied health and a growing range of visiting specialists.

Practice Hours

Monday to Friday: 7.00am - 6.00pm
Saturday: 8.30am - 1.00pm
Sunday & public holidays: Closed

Appointments

Appointments can be made by calling reception on 03 9216 5600, booking through our website, or using the HotDoc app.

Please ask for a longer appointment if you need extra time or an interpreter.

Appointments & Access

Every effort will be made to accommodate your preferred appointment time and GP. Appointments are generally scheduled in 15-minute intervals, and urgent clinical matters are prioritised. If your doctor is delayed or unexpectedly called away, reception will do its best to keep you informed.

Doctors are available by appointment during normal operating hours. Telehealth consultations may be available where appropriate and where Medicare eligibility requirements are met. Reception cannot relay requests for a doctor to call back without an appointment.

Fees & Payment

VMC is a private billing practice. Full payment is required on the day of consultation. Payment can be made by EFTPOS or cash, and eligible Medicare rebates may be submitted at the time of payment.

Patients referred to another service provider may have an out-of-pocket fee. Please ask reception or the service provider directly if you would like information about likely costs.

Cold, Flu & COVID-19 Precautions

If you have cold, flu or COVID-19 symptoms, please wear a mask when attending the clinic. This helps protect other patients, staff and vulnerable members of our community.

After Hours & Emergencies

For a medical emergency, call 000.

If you need medical attention outside VMC operating hours, calling 03 9216 5600 will divert your call to the practice after-hours care provider. National Home Doctor Service can also be contacted directly on 13 74 25.

Home Visits, Parking & Accessibility

Home visits may be provided when clinically appropriate. Where possible, patients are encouraged to attend the practice so the clinical team has access to the facilities and equipment needed to provide care.

Vineyard Medical Centre



Onsite parking is available at the rear of the building via the service lane from Vineyard Road. Additional parking is available at the front of the practice, with disabled parking near the rear entrance for easier access.

Test Results

A follow-up appointment with a doctor is generally required to discuss test results. Please allow 2-3 business days for results to return to your doctor. If a result requires earlier attention, VMC will contact you.

Reminders & Preventive Care

VMC is committed to preventive care. With your permission, you may be included in our reminder system and receive reminders about preventive health services relevant to your care. If you do not wish to receive these reminders, please let your doctor or reception know.

Interpreting & Communication Services

- Translating & Interpreting Service (TIS National): 1300 655 082 for bookings or 131 450
- National Relay Service (NRS): TTY/Voice 133 677 or Speak & Listen 1300 555 727

Privacy & Medical Records

Your medical record is confidential. VMC maintains the security of personal health information and limits access to authorised staff. The practice complies with the Privacy Act 1988 in relation to the collection, storage, use and disclosure of health information.

If you would like further information, please refer to the VMC Privacy Policy on our website or speak with the Practice Manager. Requests for access to your medical information can also be discussed with your doctor or the Practice Manager.

Feedback, Concerns & Your Rights

We welcome feedback from patients. Positive feedback helps us know what is working well, and concerns or suggestions help us improve our services. If you have a concern about any aspect of your care or experience at VMC, please ask to speak with the Practice Manager or your doctor.

Our Clinical Team

VMC currently has 10 permanent General Practitioners, supported by our nursing team, onsite pathology, allied health clinicians and a range of visiting specialists. For the most up-to-date practitioner information, please visit our website.

For bookings, practitioner information, services and policies, visit

www.vineyardmedicalcentre.com.au