



# Vineyard Medical Centre

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## Patient Information Sheet

2-6 Sussex Court, Sunbury 3429

Phone: 03 9216 5600 Fax: 03 9216 5699

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

Vineyard medical Centre (VMC) is an accredited General Practice which offers a broad range of health services for the community. Our purpose-built practice opened its doors on Monday 5<sup>th</sup> September 2016.

Our 'one stop spot' for health care comprises of 8 permanent General Practitioners, 2 treatment rooms and emergency room with a highly skilled nursing team, onsite Pathology, allied health and growing range of specialists. Coming to our practice in the near future will be onsite pharmacy and dentist.

### Practice Hours

Monday to Friday: 7.00am – 6.00pm  
Saturday: 8.30am -1.00pm  
Sundays & public holidays: closed

### Appointments

Appointments at VMC can be made either by calling our reception on 9216 5600 or by booking an appointment online via our website (PC only) or using the HotDoc app which can be downloaded via the app store for any smart phone.

Every effort will be made to accommodate your preferred time & GP. Appointments are usually made at 15-minute intervals. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultations times are available, so please ask our receptionists if you require some extra time. If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

### Fees

VMC is a private billing practice with discounted rates for those patients who hold a healthcare card (HCC). We do require full payment on the day and payment can be accepted via EFTPOS, cash or cheque. If you wish we can also submit same day accounts to Medicare for your rebate. We are able to submit your account using Tyro to obtain the rebate back onto your cheque or savings card within 2-3 seconds.

Patients referred to other service providers may have an out-of-pocket fee. For more information regarding costs please discuss this with reception or the service you have been referred to.



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## After Hours

**Please dial 000 if you are experiencing an emergency.**

If medical attention is required outside operating hours, a telephone call to the Medical Centre on (03) 9216 5600 will divert your call to our after-hours care provider, National Home Doctors Service who are an accredited medical deputising service that will service the Sunbury area.

## Telephone Access

Doctors at the Medical Centre are available by appointment only during normal operating hours, which may include Telehealth consultations if you meet Medicare eligibility requirements. Please note that reception cannot relay messages to doctors on your behalf. In the event of an emergency, your call will be triaged by a Nurse.

## Home Visits

In cases deemed appropriate, a home visit will be provided. But, when possible, it is preferred the patient comes to the practice where we have facilities & equipment to provide the best care for the patient.

## Parking

VMC have onsite parking at the rear of the building which can be accessed from the service lane on Vineyard Road. There are several parking spots available at the front of the practice and also disabled parking located at the rear door of the practice for easy access.

## Feedback

We encourage patients to provide feedback, both positive & negative to management. Although we love hearing what patients like about our centre & team, we acknowledge that we can always improve and this is when feedback can be most beneficial to a practice. We run annual patient surveys to comply with accreditation standards but welcome patients to provide feedback at any time they wish.

## Medical records & privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and ensure that this information is only available to authorised members of staff. Vineyard Medical Centre complies with the Privacy Act 1988 including the way we collect, store, use and disclose health information. For more information, please ask for a copy of our Privacy Policy at reception. Should you require access to your medical information held by this centre please discuss this with your doctor or the Practice Manager.



# Vineyard Medical Centre

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## Your Rights

If you have a problem with any aspect of the service you receive at VMC, we are keen to hear about it. We take your concerns, suggestions and complaints seriously. Please request to speak with our General Manager or your doctor to discuss your concern or if you prefer to write to us, please do so. We believe that problems are best dealt within the Practice, however if you feel the need to discuss a matter outside of VMC you may contact the [Health Services Commissioner](#):

26<sup>th</sup> Floor, 570 Bourke Street Melbourne VIC 3000

Ph: 8601 5200 or toll free 1800 136 066

## Reminder's system

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may send you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor or receptionists know.

## Translating Services

Translating & Interpreting Service (TIS) National - 1300 131 450.

National Relay Service (NRS) TTY/Voice 133 677 or Speak & Listen (SSR) 1300 555 727

## Results

A follow up appointment with a doctor will be required to obtain your test results. Please allow 2-3 business days for your results to return to your doctor. If a result needs to be dealt with sooner than this, VMC will contact the patient.

## General Practitioners

Dr Joe Horvat

Dr Jim Lupton

Dr Rory Bartlett

Dr Trisha Cunningham

Dr Anna Proietto

Dr Chantal Gangemi

Dr Anthony Bianco

Dr Faith Drew

## General Practitioners on placement

Dr Rafal Hirmiz, Dr Thalia Ash, Dr Monty Do-Wyeld, Dr Madeleine Giacchi & Dr Sue Lim

## Nursing Team

Cathy (NUM), Erin, Taneaka & Holly

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## Allied Health & Specialists

Physiotherapy - Andrew Hall  
Christine Jones  
Jenny Piazza  
Nash Egan

Podiatry – Harrison Wade

Osteopathy - Dr Rosemarie Michetti

Psychology – Rudy Gonzalez  
Katie McKenzie

Counsellor - Elise Heerde

General Surgeon - Mr Alvin Cham

Orthopaedic Surgeon - Mr Craig Mills  
Mr Sina Babazadeh  
Mr Camdon Fary  
Mr Richard Pennington  
Mr Wei-Han Tay

Cardiologist - Nicolas D’Elia

Obstetrics – Dr Latika Cilly

Urologist - Mr James Huang

Bariatric Surgeon – Mr Hai Bui

Western Vascular Gaby

Exercise Physiology – Ms Stephanie Aalders

Diagnostics

Neurosurgeon – Mr Andrew Gogos

Plastic Surgeon – Dr Lipi Shukla

Haematologist – Dr Ashish Panigrahi

Pain Specialist - Dr Akilan Velayudan

Yarra Vascular – Dr David Goh

ENT Surgeon – Dr Zenia Chow

Audiometrist – Mr Luke Jacques

Paediatrician – Dr Chatwell Habana

Gastroenterologist – Dr Ryma Terbah