

Important update for New Patients

All new patients will be required to provide card details when booking any consultations.

New patient appointments are allocated 30 minutes to allow us to provide comprehensive care. When a new patient does not arrive, that time could have been used to see two existing patients who may have needed medical attention. Missed appointments without sufficient notice prevent us from offering those time slots to others, including patients on our cancellation list who are waiting to see a doctor.

Due to a high rate of non-attendance among new patients, it is our policy to charge a \$50 fee for missed appointments without notice. Unfortunately, many of these fees remain unpaid.

To address this, card details must now be entered within 90 minutes of booking to secure the appointment. If not entered, the appointment will be automatically cancelled.

We hope the introduction of this, will encourage new patients to provide a minimum of 4 hours' notice and cancel their appointment, when it is no longer needed. This is the same process we've been using for Telehealth consultations, and is now being extended to all new patient bookings.

We appreciate your understanding and cooperation as we continue to provide timely and accessible care to all our patients.

July is Disability Pride Month!

Disability Pride Month is observed every July – a time to celebrate, recognise, and uplift the achievements, experiences, and diverse identities of people with disabilities. It's more than a celebration – it's a movement.

This month is an opportunity to:

- Promote health awareness and equitable access to care
- Advocate for inclusion in every space- healthcare, education, employment, and beyond.
- Challenge ableist attitudes and dismantle societal barriers that prevent full participation.
- Celebrate disability as a powerful and natural part of human diversity.

For more information head too: <https://ableaustralia.org.au/disability-pride-month-2024>

Fee Increase for Rosie – Osteo

Private initial \$130, concession initial \$120

Private subsequent \$101, concession subsequent \$91

EPC same rates as above for private & concession

Fee Increase for Harrison – Podiatry

EPC/Medicare

Initial \$100, follow up \$88

Private

Initial \$100, follow up \$88

Allied Health on HotDoc

Allied Health are now on HotDoc!

Booking your next allied health appointment just got easier! You can now schedule appointments with:

- Andrew Hall – Physiotherapist
- Rosemarie Michetti – Osteopath
- Nash Egan – Physiotherapist
- Katie Mckenzie – Psychologist

Directly through HotDoc!

- Simple
- Convenient
- Available 24/7

We're excited to roll this out for all their existing patients and hope to add even more of our allied health consultants to HotDoc soon.

New patients will still need to call the clinic.

Katie Psychology – New service

We are pleased to share that Katie is now able to support clients under an Eating Disorder Management Plan (EDP). This plan, provided by your GP, allows eligible individuals to access up to 40 rebated sessions per calendar year with a psychologist as part of their recovery journey.

If you or someone you care about is navigating challenges with disordered eating or body image concerns, Katie is here to help! Katie understands that eating disorders often emerge from deeper emotional, relational and development experiences and recovery requires more than symptom management, through safe and respectful therapeutic relationship Katie will collaborate with you to support healing on all levels: physical, psychological and emotional.

To find out more about eligibility or how to get started, please make an appointment with your GP!



farewell
To our Registrars



Farewell to Dr Ash, Dr Lim, and Dr Do-Wyeld

As your time with us comes to a close, we want to extend our heartfelt thanks for the dedication, care, and professionalism you've each brought to the team. It's been a privilege to work alongside you.

You've each contributed in unique and meaningful ways, and your absence will certainly be felt. Wherever your next steps take you, we know you'll continue to make a difference. We wish you all the very best for the future — may it be filled with opportunity, learning, and success.

New Fee's Starting July 1st

Private Patients, Children and those over 65 without a valid concession:

Today Medicare rebates do not cover the full cost of providing you with medical care. This is because the rate at which successive governments have indexed the Medicare Schedule fees has been substantially lower than increases in the Consumer Price Index (CPI) and average weekly earnings.

The reality is that Medicare rebates do not cover the cost of providing you with a safe and high-quality service. The fees charged by this practice have to cover all of our practice costs including the employment of doctors, receptionists and practice nurses, and meet our operating expenses such as rent, medical equipment, electricity, computers and insurance.

It is not possible for this practice to meet our running costs each year without increasing our fees.

From **1st July 2025** our practice will be charging you the following fees for our most common services & these payments are required on the day:

Private Children Rebate

Brief Consultation (Item 3) \$87.00

Standard Consultation (Item 23) \$115.00

Consultations > 20 minutes (Item 36) \$170.00

Consultations > 40 minutes (Item 44) \$220.00

Patients 65 years and older who hold a valid Pensioner Concession Card or a valid Health Care Card are eligible for **Medicare rebate + \$40 gap** on the day of their consultation.

Children 15 years and younger are eligible for **Medicare rebate + \$50 gap** on the day of their consultation.

Please note we no longer offer a \$10 discount to patients 16-64 years with a valid pension or concession card.

We have a TYRO facility available at reception. Once full payment is made for your consultation TYRO enables us to deposit the Medicare rebate back into a Cheque or Savings account using your card. This process is extremely quick and efficient.

STAFF PROFILE

Dr Alvin Cham

Mr Alvin Cham is a specialist Breast, Endocrine and Laparoscopic surgeon who is known for his commitment to minimally invasive surgery and outstanding patient care.

Mr Cham specialises in a wide range of procedures, including breast cancer surgery, thyroid surgery, obesity surgery, laparoscopic intra-abdominal procedures and complex hernia operations.

Alvin is a breast surgeon specialising in the surgical treatment of breast cancer and all benign breast conditions which includes oncoplastic surgery, sentinel node biopsy, familial breast cancer and risk reduction surgery. He works in a multi-disciplinary breast cancer care setting with an experienced group of radiologist, pathologist, oncologists and plastic surgeons.

Alvin also cares for patients who require endocrine surgery such as thyroidectomy, parathyroidectomy and laparoscopic adrenalectomy. He offers up-to-date techniques consisting of intraoperative nerve monitoring during thyroidectomy and focus parathyroidectomy surgery.

Alvin also has a special interest in hernia repair, and is highly skilled and well respected in the repair of complex hernias. Multiple different technique are available which are tailored to the patient's needs. These are included laparoscopic and open approaches, with or without component separation using the most appropriate mesh.

Mr Cham studied Medicine at the University of Melbourne and graduated in 1997 with a MBBS. He then went on to train at Melbourne's General Surgery in 2007.

From here, Mr Cham undertook a Fellowship year in 2008, in which he specialised in breast cancer and endocrine surgery at Waikato General Hospital in New Zealand. As part of this specialist training, Mr Cham worked alongside one of the pioneers of endoscopic retroperitoneal adrenal surgery.

Mr Cham has worked in the North West region of Melbourne since 2009. In 2015, following the growth of his practice, he moved his consulting rooms to the renovated Melbourne North West Surgical suites in Moonee Ponds. Mr Cham works in several locations throughout Melbourne, including; John Fawcner Private Hospital, Epworth Hospital, Western Health and consults here at Vineyard Medical Centre fortnightly!

For any or more information about Dr Alvin Cham or to book a consultation.

Please call their mains rooms.

Ph: 9372 8228



Sarah's Kitchen

Sticky Date Golden Syrup Dumplings

Ingredients:

- 200g dates,
coarsely chopped
- 1 cup brown sugar
- 100g butter,
chopped
- 1 ½ cup self-rising
flour
- 1 tsp mixed spice
- ½ cup milk
- 1 tbsp golden
syrup
- Double cream

Method:

Step 1: Place dates and ¾ cup water in a small saucepan over high heat. Bring to the boil. Transfer to a bowl and set aside for 10 minutes. Roughly mash with a fork.

Step 2: Combine the brown sugar, half the butter and 500ml (2 cups) water in a large saucepan or stock pot. Stir over a low heat until melted.

Step 3: Meanwhile, use your fingertips to rub the remaining butter into the flour until it resembles fine breadcrumbs. Stir in the mixed spice.

Step 4: Combine milk and golden syrup in a jug. Make a well in the centre of the flour mixture and add the milk mixture and the date mixture. Stir until well combined.

Step 5: Bring the sauce to the boil then use a large ice cream scoop to carefully place spoonfuls of batter into sauce, making sure dumplings are in a single layer.

Step 6: Reduce the heat to low and cover. Simmer for 20 minutes or until a skewer comes out clean and serve with ice cream or cream!

