

SHEPPARTON MEDICAL CENTRE

About the Shepparton Medical Centre

The University of Melbourne Shepparton Medical Centre is the first purpose built teaching clinic in Australia and was developed to support the University's Rural Clinical School.

The practice delivers patient care in a multidisciplinary, vertically integrated way and in addition to primary care (general practice), runs speciality clinics, (including psychiatry, neurology, infectious disease and allied health). Specialists, allied health and practice nurse colleagues all contribute to teaching and team based care.

The practice has a strong emphasis on delivering a high quality level of care in an atmosphere of mutual support and good communication.

About the University of Melbourne

The University of Melbourne is among the oldest and largest universities in Australia. It is a research intensive, comprehensive institution with a strong postgraduate commitment. It aims to be one of the finest universities in the world - a proud institution of higher learning producing graduates, scholarship and research that matters to the nation and beyond.



Opening Hours

Monday 8.00am - 5.30pm
Tuesday - Friday 8.00am - 5.30pm

After Hours

National Home Doctor Service
13 74 25

In an Emergency call 000

Contact

49 Graham Street,
Shepparton VIC 3630 (opposite GV Health)

Phone: 03 5823 3100

Email: reception@shepmed.unimelb.edu.au

www.shepmed.unimelb.edu.au

Need a doctor urgently after hours?
Click or call **13SICK**

FOR URGENT MEDICAL CARE • WEEKNIGHTS • WEEKENDS • PUBLIC HOLIDAYS



Shepparton Medical Centre

OUR TEAM

Operations Manager

Joanne Kinder

Medical Director

Dr Robert Campbell

Medical Practitioners

Dr Elizabeth Kennedy

Dr Edmund Siau

Dr Stephanie Tabner

Dr Saif Aswad

Dr Hamsa Al-Janabi

Dr Yen Pham

Dr Siti Sahbudin

Practice Manager

Tracey Botterill

Practice Nurses

Jane (Team Leader)

Jan

Allyson

Gaynor

Administration

Alison (Team Leader)

Tameika

Robyn

Vanessa

Narelle

Linda

Brianna

MAKING APPOINTMENTS

You can book appointments online:

(<https://shepmed.unimelb.edu.au>)

or by calling 5823 3100.

Standard appointments are 15 minutes.

Longer consultations are available for complex problems, completion of forms or Care Plans. Please advise the receptionist at time of booking if this applies.

Appointments for some forms will incur an additional cost.

Please ask at time of booking if an interpreter is required.

CHOICE OF DOCTOR

Getting an appointment with a doctor who knows you, when you need it, and when it suits you is important.

To better meet your needs, our GP's work as a team to ensure that you will be seen in a timely way.

When your usual GP is not available, we will offer you an appointment with a doctor who works closely with your usual GP. Of course you can always ask for another doctor if you prefer.

RESULTS, RECALLS & REMINDERS

It is essential that you call the practice for results of any tests that you have had. Please allow up to one week for results.

We also have a system of reminders for immunisations, care plan reviews, health assessments and cervical screening. Please let us know if you do not wish to participate in our reminder process.

SMS REMINDERS

We send SMS appointment reminders for patients with mobile phone numbers. Failing to attend appointments may result in your file being made inactive and fees will apply.

PHONE CALLS and EMAILS TO THE DOCTORS & NURSES

Our doctors do not take calls or emails directly. Clinical matters will not be discussed via email. A message can be left with reception and the appropriate person will contact you within 2 business days.

EMAIL: reception@shepmed.unimelb.edu.au

AFTER HOURS & HOME VISITS

National Home Doctor Service. 13 74 25. (13 SICK)

Some of our doctors may agree to provide home visits under certain circumstances. Please call the practice to enquire.

YOUR PRIVACY & RIGHTS AS A PATIENT

Shepparton Medical Centre is aware of and adheres to all Commonwealth and Victorian State Privacy legislation. Patient Privacy Policy Documentation is available in the waiting area or on our website. All team members understand their responsibilities in regard to your privacy, the confidentiality of your health record and have signed confidentiality agreements. Your record will only be accessed by authorised persons.

STUDENTS ARE OUR FUTURE

Shepparton Medical Centre is a teaching practice of the University of Melbourne's Department of Rural Health. We often have medical and nursing or allied health students at the clinic.

Please let reception know if you do not consent to a student being present at your consult.

REGISTRARS

Fully qualified doctors undertaking specialist training in general practice at Shepparton Medical Centre. These doctors typically work at the medical centre for one to two years.

FEEDBACK

At Shepparton Medical Centre we are interested in your views. Please feel free to give us your feedback. You can do this in person at reception, via email (reception@shepmed.unimelb.edu.au) or by phone (03 5823 3100). If you are not satisfied with our response to your feedback you may contact The Office of Victorian Health Services Commissioner on 1800 136 066.

FEES

Payment in full is required at the time of your consultation. Patients who pay by EFTPOS can expect to receive their rebate within minutes.

An out-of-pocket fee will not be charged for:

- People under 16 years of age;
- People covered by Veterans Affairs;
- People over the age of 75*;
- Preventative Health Services provided under GP chronic disease care plans, mental health plans, and health assessments.

All other services will attract an out-of-pocket fee.

**If you are over 75, please ensure that you have an active health assessment to continue to be bulk billed*

For more information on fees please view our Billing Policy located at reception or on our website.