I N T R O D U C T I O N

The Shepparton Medical Centre is a mixed billing practice that aims to balance the needs of our patients for affordable quality health care with the need to operate a financially sustainable business.

Our team believe that your health is our priority. All of our doctors value providing quality health care and working as a team. We will book an appointment with your doctor of choice and may introduce you to more than one doctor to ensure that we can provide you with access to care when you need it. You can always ask for another doctor if you prefer.

We keep a small number of appointments available in case a patient needs to be seen on the same day. Call our team if this is the case.

C O N T A C T  U S

49 Graham Street, Shepparton Victoria 3630
P: 03 5823 3100
E: reception@shepmed.unimelb.edu.au
W: shepmed.unimelb.edu.au
S: www.facebook.com/shepmed


O P E N I N G  H O U R S

Monday to Friday 8.00am - 5.30pm
After Hours
National Home Doctors Service 13 74 25
Emergency
Call 000
Opening Hours
Monday to Friday 8.00am - 5.30pm
After Hours
Emergency Call 000 or present to GV Health, Accident and Emergency Department, Graham Street, Shepparton
Non-urgent after-hours care 13 SICK (13 7425) National Home Doctors Service. Bookings can be made from 6pm weekdays and 12pm on weekends and public holidays.
Expert advice from a registered nurse 1300 606 024 for Nurse on Call

PRACTICE DETAILS
Appointment Types
Standard = 15 mins for 1 presenting issue
Long = 2 or more presenting issues; complex problems; completion of forms or Care Plans
Home & Aged Care Visits - some of our doctors may agree to provide home & aged care visits under certain circumstances. Please call your doctor or our medical practice to enquire.

Fees
Please refer to our Billing Policy located at reception or on our website.

Cancellations
Cancellation fee of $36 may be applied to patients who provide less than 2 hours notice or fail to attend an appointment.

Interpreter Services
If you require an interpreter, please let our team know when making a booking.

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.

Students
Our doctors do not take unsolicited incoming calls from patients. A message can be left with reception and an appropriate person will contact you within 2 business days. Clinical matters will not be discussed via email. Business hours are 8.00am to 5.30pm. Your privacy & rights as a patient are protected by health care legislation. Your record will only be accessed by authorised persons. All team members understand their responsibilities in regard to your privacy and the confidentiality of your health record and will not discuss your health matters on the telephone or via email. All support staff, including reception and on our website. All members of our business team understand their responsibilities in regard to your privacy and the confidentiality of your health record and will not discuss your health matters. Please call 000 if you feel your safety may be compromised. Please note the following medical care is provided by and subject to all Commonwealth and Victorian State Privacy legislation. Our Privacy Policy is available at reception and on our website.

Students
We often have medical, nursing and allied health students at the clinic. Please let reception know if you do not consent to a student being present at your consultation.

Registrars
Are fully qualified doctors undertaking specialist training in general practice. These doctors are usually 2 years post-fellowship and under the guidance of our Senior Registrars.

Feedback
We are interested in your views. Please feel free to give us your feedback in person at reception, via email or by phone. 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.

SERVICE INFORMATION
Our Team
Practice Manager
Dr Robert Campbell
Dr Saif Aswad
Dr Stephanie Tabner
Practice Nurses
Jane (team leader)
Dr Elizabeth Kennedy
Terence
Dr Hubert van Doorn
Bronty
Dr Brownyn Burt
Gemma
Dr Edmund Siauw
Dr Saif Aswad
Administration
Dr Surendar Advani
Alison (team leader)
Dr Siti Sahbudin
Tameika
Dr Asanga Abeykoon
Robyn
Vanessa
Narelle
Linda
Brianna

SERVICE INFORMATION
Phone calls and emails to doctors and nurses will not be disclosed to unauthorised persons. All medical and business details will not be discussed via email. All team members understand their responsibilities in regard to your privacy and the confidentiality of your health record and will not discuss your health matters.