

## 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.

# SHEPPARTON MEDICAL CENTRE



### Opening Hours

Monday 8.00am - 7.30pm

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](mailto:reception@shepmed.unimelb.edu.au)

[www.shepmed.unimelb.edu.au](http://www.shepmed.unimelb.edu.au)

## OUR TEAM

### Executive Director

*Sönke Tremper*

### Business Manager

*Joanne Kinder*

### Medical Practitioners

*Dr Derek Wooff - Medical Director*

*Dr Robert Campbell*

*Dr Jane Gall*

*Dr Elizabeth Kennedy*

*Dr Rachel McDonald*

*Dr Munis Letchumanan*

*Dr Gwen Liow*

*Dr Lwin Maung*

*Dr Edmund Siauw*

*Dr Jon Teo*

### Practice Nurses

*Jane (Team Leader)*

*Jan*

*Allyson*

*Gaynor*

*Yvonne*

### Receptionists

*Tracey (Team Leader)*

*Alison*

*Roxanne*

*Tameika*

*Jill*

*Jessie*

*Kathryn*

*Robyn*

## MAKING APPOINTMENTS

Standard appointments are for 15 minutes. Please let our reception staff know if you need a longer time. Longer consultations are available for complex problems, forms or care plans. Appointments for some forms will incur an additional cost. Please ask the receptionist when making your appointment if this applies to your forms. Your assistance in providing as much information to our staff as possible to assist them with booking an appropriate appointment for you is appreciated.

Please let us know at time of booking if an interpreter is required.

## CHOICE OF DOCTOR

We will normally give you the choice of which doctor you wish to see. Sometimes it may not be possible for us to meet your needs and you may be offered an appointment with another doctor.

## RESULTS, RECALLS & REMINDERS

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

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

## SMS REMINDERS

We now do SMS reminders. If you would like to receive an SMS reminder please see reception.

## PHONE CALLS TO THE DOCTOR & NURSES

Our doctors do not take calls directly. A message can be left with Reception and the appropriate person will phone you back by the end of the day. Please assist our reception staff to understand the nature of your call by providing as much information as possible so that the necessary action can be taken.

## AFTER HOURS & HOME VISITS

Patients may phone the National Home Doctors Service on 13 74 25.

Arrangements for home visits can be made by calling the practice, and will require prior approval from the doctor.

## YOUR PRIVACY & RIGHTS AS A PATIENT

Shepparton Medical Centre is aware of and adheres to all Commonwealth and Victorian State Privacy legislation. Please review our Patient Privacy Policy Documentation 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 Rural Health Academic Centre. We often have medical students at our medical centre, and sometimes students of other health disciplines such as nurses.

## REGISTRARS

Other advanced GP trainees also provide services at Shepparton Medical Centre. These are doctors specialising in the medical discipline of General Practice and 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, whether it's positive or negative. You can do this in person at reception, via email ([reception@shepmed.unimelb.edu.au](mailto: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 Offices of Victorian Health Services Commissioner on 1800 136 066.

## FEES

As of 1st April 2016 the Shepparton Medical Centre has moved to a new schedule of fees. Payment is required at the time of your consultation.

Bulk Billing Appointments

- Under 16 years of age
- Covered by Veterans Affairs
- Valid Commonwealth concession card

For everyone else, the following fees will apply to consultations:

Length of consultation	Your contribution	Medicare rebate	Total fee
< 20 minutes	\$30	\$37.05	\$67.05
20-39 minutes	\$50	\$71.70	\$121.70
40+ minutes	\$75	\$105.55	\$180.55

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