

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

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 Jane Gall

Dr Alwin Hoelzl

Dr Elizabeth Kennedy

Dr Derek Wooff

Dr Edmund Siau

Dr Alfia Shvarts

Dr Saif Aswad

Dr Samantha Phillips

Practice Nurses

Jane (Team Leader)

Jan

Allyson

Gaynor

Receptionists

Alison (Team Leader)

Tameika

Jill

Robyn

Sue

Karah

Narelle

MAKING APPOINTMENTS

You can book appointments online (<http://shepmed.unimelb.edu.au/patients/appointments>).

Standard appointments are for 15 minutes. Please let our reception staff know if you need a longer appointment. 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. The team appreciates you providing as much information to our staff as possible to assist them with booking an appropriate appointment for you.

Please let us know 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 by your GP or a doctor who works closely with your usual GP. When your usual GP is not available, we will offer you an appointment with a doctor who is part of your usual doctor's team. 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. 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 now do SMS reminders for patients with mobile phone numbers. If you would like to opt out, please let reception know.

PHONE CALLS TO THE DOCTORS & 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.

AFTER HOURS & HOME VISITS

We have a contract with the National Home Doctors Service on 13 74 25. 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. 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 Department of Rural Health. 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

FEES

Payment in full is required at the time of your consultation. Patients who have their bank account registered with Medicare 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 service 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.