

UNION MEDICAL CENTRE
471 SPRINGVALE ROAD,
SPRINGVALE 3171
PHONE: 9547 6975 FASCIMILE: 9547 9859
www.unionmedicalcentre.com.au

Email: reception@unionmedicalcentre.com.au

Practice information sheet

Practice Name Union Medical Centre

Hours : Monday to Friday 8.30am – 7pm

Saturday 9am – 12 pm, Sunday closed

Practice doctors

Dr Sarita Kotur – Women's health, family planning,
Skincare and weight loss,
Workcover, TAC

Dr Thomas Verghese – Men's health, Diabetes,
Weight loss management

Dr Phyo Min Thein – Men's health, Diabetes,
Workcover, TAC

Dr Xin Louis Xaio – General practice

Dr Paramjeet Singh – General practice

Practice Staff

Practice Manager – Terri Azemi

Practice Nurse – Andrew

Registered Nurse – Gurinder

Practice Nurse – Yuliya

Administration Staff – Savitha, Devi, Sanchna, Jessica,
Adi, Kala, Rhea

Appointments:

Please phone the practice for an appointment or book online via our website.

Emergencies will always be given priority. Please specify your choice of appointment type, ie. Face to face, telehealth etc. Please inform reception if you have symptoms of Covid.

Longer consultations

Longer consultations are available: please advise the reception staff if you require extra time.

Walk-in appointments

Walk-ins will be allocated the first available consultation, and will usually be required to wait

Interpreter Service

The Practice offers communication via the National Relay Service for Deaf Patients on (NRS)
For non- English-speaking backgrounds, we are registered with International Interpreter Service (TIS) on the Doctors Priority line 1300 131 450.

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Physical address 471 Springvale Road
Springvale 3175

Phone number: 03 9547 6975

Fax: 03 9547 9859

Website: www.unionmedicalcentre.com.au

Email: reception@unionmedicalcentre.com.au

General check-ups, Women's health, Family planning, Asthma, Allergy, Diabetes, childhood Immunisation, Workcover, TAC, Preventative medicine, Pathology Collection onsite, physiotherapy, Skin care, Hair loss, Dietitian, and Endocrinologist

After hours and emergency care

Our Practice provides 24 hour care for patients. In the event

Of an emergency, our doctors are registered via the National

Home Doctor Service 137425

Home visits

Home visits are available on request for regular patients whose condition prevents them from attending the surgery.

Fees and billing arrangements

Union Medical Centre is a Bulk Billing Clinic., however, if your Medicare Card has expired or you fail to produce a valid card, you will be required to pay before your visit. Accounts will not be given. Private fees apply to all NEW patients, those who have not attended within past 2 years

Private fees: Standard consultation \$70 cash \$70 Eftpos
Saturday: private fee unless under 16 or hold concession card.

Workcover & TAC fees: \$75

Physiotherapist: EPC bulk billed Private initial-\$100

Dietitian – EPC bulk billed Private -\$80 New

Podiatrist: EPC bulk billed Private \$80

Skin & Hair Care – Initial cons -\$100 (Cons) \$50 (Photo)

Endocrinologist – Dr Ghassan Alhami (Bulk Billing)

Communication / Telephone policy

Staff will take your details, and will only interrupt a consultation if the problem is urgent. Doctors will return your call at earliest possible time. Patients can send inquiries or contact us via email reception@unionmedicalcentre.com.au. All emails are private and confidential. Our clinic is also ehealth compliant to upload health information.

Practice information sheet

Test results

If you have been referred for a test, please ensure you contact us for the result within two to three days. Results will not be provided over the telephone. Doctors will review results daily and if urgent review is required will notify patients via SMS or phone call to contact us to make appointment. Patients will not receive any notification if your results do not require discussion, you will need to follow up at your convenience.

Reminder system

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care.

Management of patient health information

Our practice is committed to maintaining the confidentiality of your health information. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorized members of staff. For more details, please ask to see our Privacy Policy.

Disease Register

This practice submits patient data to various disease registers (cervical, breast and bowel screening etc) for preventative health. Please let us know if you do not wish to participate.

Telehealth

This practice provides telehealth for regular patients who have physically attended the clinic in the past 12 months.

Patient Rights/Complaints/Feedback

If you are not happy, we would like to hear about it. Please feel free to talk to the Doctor or receptionist. We take your concerns, suggestions and complaints seriously. We have developed and documented a privacy access your health record, please ask your doctor or reception staff.

Referrals and engaging with other services

Our practice regularly engages with local health services, such as specialists, allied health and hospitals. If required, your GP will provide sufficient information (a referral letter) to plan and facilitate optimal patient care.

Workcover and TAC claims

Our reception staff will ask you to complete a work cover form. Payment for consultations will be billed at \$75 and paid on the day until you have authority from your employer to bill them directly or the Insurer. Please note for TAC you must meet the Excess before we can bill them directly.

Patients who require communication services

Patients who require communication assistance is asked to let the reception staff know when making the appointment.

Insight Diagnostic Imaging

9522 9898
Pelvic/Renal/Early Pregnancy (upto 12 weeks)
Ultrasound.
Bulk Billed
Abdomen/Renal artery/Abdominal Aorta/Leg arteries
Bulk Billed

Patient feedback

Please contact Health Services Commissioner, Complaints and Information: Tel: 1300 582 113 Fax: (61 03 90329111
Email: hsc@health.vic.gov.au Web: hcc.vic.gov.au
Members of the public may make a notification to AHPRA about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to report notifiable conduct relating to a registered practitioner or student to AHPRA. Australian Health practitioner regulation agency (AHPRA) <http://www.ahpra.gov.au/IT> is the role of this practice to provide a caring environment that is safe, welcoming and peaceful for all patients. We respect the rights of individuals and will attempt at all times to treat patients promptly and courteously. Union Medical Centre requests that patients, in turn, treat staff and other patients with respect, refraining from shouting, swearing or engaging in other inappropriate behaviour which may cause harm or distress to themselves or others.