

## Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the 13 National Privacy Principles available at [www.oaic.gov.au](http://www.oaic.gov.au)



## Your rights

If you have a problem with any aspect of the service you receive at our clinic we are keen to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery contact Health Care Complaints Commission.

Victoria Health Services Commissioner

Level 26, 570 Bourke Street  
Melbourne, VIC 3000  
Tel: 1300 582 113  
[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### Zero Tolerance Policy

We are a family healthcare practice and take the well-being and safety of our patients and staff very seriously. Please treat our staff with the respect they deserve and they will do the same for you.

### HEALTH WARNING: CORONAVIRUS (COVID-19)

If you have travelled overseas, or have developed flu like symptoms, do not come into the clinic. Call us instead on **03 9537 2522**

WE DO OFFER TELEHEALTH/PHONE CONSULTATION FOR OUR PATIENT, PLEASE CALL OUR RECEPTION.

Please wear a mask when coming to the clinic.



### Our practice has a suggestion box

Doctors and staff at this Practice are committed to providing you with a high standard of patient care. We welcome any feedback that will help us to improve our service.

DO YOU HAVE ANY COMMENTS ABOUT US?  
IS THERE ANY ASPECT OF OUR CARE THAT COULD BE IMPROVED?

**This practice has a  
NON SMOKING POLICY**



NO SMOKING



**ST KILDA SOUTH  
MEDICAL CLINIC**

## INFORMATION SHEET



**26 A Dickens Street  
Elwood VIC 3184  
[www.stkildamedical.com.au](http://www.stkildamedical.com.au)**

**Tel: (03) 9537 2522  
Fax: (03) 9525 4921**

**Email: [info@medical365.com.au](mailto:info@medical365.com.au)**

**After Hours: 0420 710 307**

## **Practice Hours (by appointment)**

**Monday to Friday: 8:30 am-8pm**  
**Saturday: 8:30 am-6pm**  
**Sunday: 8:30 am-6pm**

## **Appointments**

For an **EMERGENCY** call **000**

Please ring 9537 2522 for an appointment ( face to face, telehealth or phone consultation). Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your doctor has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. Walk-ins will be allocated at the first available consultation slot, and will usually require a wait time. If you or a family member requires an interpreter services we can organise this for you, please let us know when you make the appointment.

## **After hours care arrangements**

Patients can call the practice on 0420 710 307 at any time after hours and will be put through to the practice's GP on call. The GP will give phone advice and determine whether a review at the clinic or a home visit is required.

## **Home Visits and Telephone Access:**

Home visits are available for regular patients whose condition prevents them from attending the surgery. Doctors in the practice may be contacted during normal surgery hours. If the doctor is with a patient a message will be taken and your call will be returned as soon as is practicable. Your call will always be put through to the doctor in an emergency.

## **Services Available**

Services available at St Kilda South Medical Clinic include: Skin Clinic, Travel Medicine, Childhood Immunisation, Chronic Disease Care, Mental Healthcare, Women's Health, Men's Health, ECG, Spirometry, Workcover Injury and Transport Accident Management, Sport Injury Management/Rehabilitation, Cryotherapy, as well as minor surgeries such as stitching cuts, removal of moles and sunspots.

## **Our Practice**

### **Medical Practitioners**

**Dr Vasily Lebedev** owns this clinic. He has over 35 years experience in all aspects of General Practice. Dr. Lebedev has an interest in rehabilitation, orthopedics and men's health issues. Dr. Lebedev speaks English, Russian and French.

**Dr Jacob Rich** has been working as a General Practitioner since 1982 and for the past 30 years has been practicing at this clinic. His main interests include geriatrics, pain management, allergies, acupuncture and orthopedic rehabilitation. Dr. Rich speaks English and Russian.

**Dr Eleanora Freeman** has over 25 years experience in all aspects of general practice and has special interests in mental health, women's health, pediatrics and endocrinology. She speaks English and Russian.

**Dr Liliana Elberg** has over 40 years experience in all aspects of general practice and has special interests in aged care, women's health and dermatology. She speaks English, Russian and Ukrainian.

### **Practice Nursing Staff**

Ms Nataliya D'Ambra  
Mr Marian Moldoveanu

### **Practice administrative staff**

All of the staff at the practice are dedicated to providing you with a friendly health care service. The majority of our staff is bilingual and therefore is able to accommodate communication with our multicultural patients. They are extremely helpful with interpreting and are always able to offer assistance when requested.

### **Allied Health Providers, Referrals and Other Services**

Our Practice has an up to date computerised directory of local allied health providers, community and social services and also local specialist to assist when choosing practitioners to facilitate optimal patient care. This information includes different referral arrangements and how to engage with these providers to plan and facilitate care.

Our clinical software document exchange component facilitates the secure flow of health summaries, reports and referrals between registered providers.

## **Getting test results**

Our doctors will advise when the results are expected to arrive at the practice. All incoming pathology and radiology test results and specialists letters are reviewed and followed up by doctors. To ensure our staff maintain strict patient confidentiality and comply with the National Privacy Act, it is the policy of this practice that test results will not be given over the phone by our reception and nursing staff. Contact your doctor to find out your results and ask what they mean for your care.

## **Reminder System**

Our practice is committed to preventive care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor, nurse or reception staff know.

## **Fees and billing arrangements**

We bulk bill all Medicare and Veterans Card holders. Patients who do not have a Medicare Card are considered private patients and the following fees apply:

### **Weekdays:**

**Standard consultation—\$70**

**Long Consultation—\$95**

### **Weekends:**

**Standard consultation—\$95**

**Long Consultation—\$110**

Fees are payable at the time of consultation by Cash or EFTPOS . If you have any difficulty in paying our fees, please discuss it with us.

***Please take the time to read through the 10 tips for improving your health that can be found in our waiting room. It explains how patients and carers can work in partnership with the health care professional to get the best possible care. It explains:***

- *10 tips for improving health care, which includes questions, people might like to ask their health care professional.*
- *What to expect from a health care professional.*
- *Information for finding out more about a condition and managing medicines.*
- *What can be done for concerns about health care.*