

26A Dickens St  
Elwood 3184

[www.stkildamedical.com.au](http://www.stkildamedical.com.au)

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

Tel: 9537 2522

Fax: (03) 9525 4921

# ST KILDA SOUTH MEDICAL CLINIC



## INFORMATION BROCHURE

### APPOINTMENTS

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

Please ring 9537 2522 for an appointment. 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 the first available consultations, and will usually be required to wait. 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 1300 301 909 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 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 with a patient a message will be taken 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

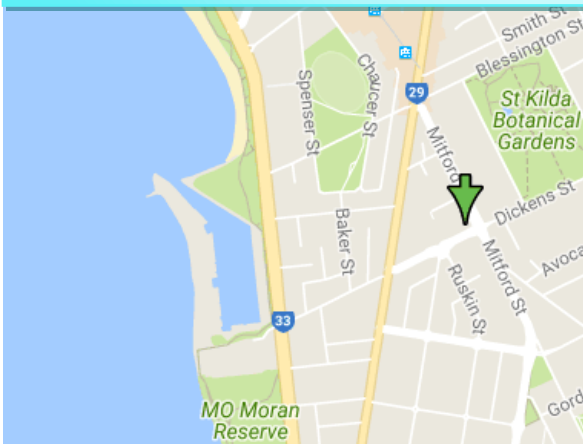
Services available at St Kilda South Medical Clinic include: home visits, check ups, family planning, Pap smears, pregnancy tests, ECG, counselling, children & travel vaccinations, cryotherapy, nutritional advice, skin checks as well as minor surgeries such as stitching cuts,

## ST KILDA SOUTH MEDICAL CLINIC PRACTICE HOURS

MONDAY TO FRIDAY: 8am-8pm

SATURDAY: 8am-6pm

SUNDAY: 8am-6pm





## 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 10 national Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

## VICTORIA

Health Services Commissioner  
Level 26, 570 Bourke Street  
Melbourne, VIC 3000  
1800 136 066

[www.health.vic.gov.au](http://www.health.vic.gov.au)

**This practice has a  
NON SMOKING POLICY**



removal of moles and sunspots.

## MEDICAL PRACTITIONERS SERVICES AVAILABLE

**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 Azhar Rakhmetova** has over 20 years experience in all aspects of general practice and has special interests in pediatrics and endocrinology. She speaks English and Russian.

**Dr Larissa Miller** has over 15 years experience in all aspects of general practice and has special interests in aged care, dermatology and cosmetic medicine. She speaks English, Russian and Ukrainian.

## NURSING STAFF

Ms Olga Randall (Registered Nurse )

Ms Natasha Chugunkova (Division 2 Nurse)

Mr Bill Jacobs (Division 2 Nurse)

Mr Marian Moldoveanu (Registered Nurse )

## 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, or MDExchange facilitates the secure flow of health summaries, reports and referrals

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between registered providers.

### GETTING 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 Card holders. Veterans may sign the service voucher. Patients who do not have Medicare Card considered as private patients and the following fees apply:

Standard consultation—\$70

Long consultation—\$85

Fees are payable at the time of consultation by cash, EFTPOS or credit card. 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.

### OUR PRACTICE HAS A SUGGESTION BOX

Doctors and staff at St Kilda South Medical Clinic 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?

Your responses will be treated in confidence.