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

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

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

If you have respiratory symptoms (such as cough, sore throat, fever, or shortness of breath), please consider booking a telehealth or phone consultation instead of attending the clinic in person. This helps protect vulnerable patients and staff.

Thank you for your cooperation.

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

ST KILDA SOUTH MEDICAL CLINIC

INFORMATION SHEET

26 A Dickens Street
Elwood VIC 3184
www.stkildamedical.com.au

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

Email: info@medical365.com.au

After Hours: 0451 541 857

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**

To make an appointment for a face-to-face, telehealth, or phone consultation, please call 9537 2522. We will make every effort to accommodate your preferred time and GP. Emergency cases will always be given priority. Our reception staff will notify you if there is an unexpected delay or if your doctor has been called away. Longer consultation times are available—please inform our receptionists if you think you'll need extra time during your appointment. Walk -in patients are welcome and will be allocated the next available consultation slot. Please note that this may involve a wait time.

If you or a family member requires an interpreter, we can arrange this service. Kindly let us know at the time of booking.

After Hours Care Arrangements

Patients can contact the practice after hours by calling **0451 541 857**. Your call will be directed to the **on-call GP**, who will provide medical advice over the phone and determine whether a clinic review or home visit is necessary.

Home Visits and Telephone Access:

Home visits, telehealth, and telephone consultations are available for regular patients whose medical condition prevents them from attending the clinic. Patients may request any type of consultation based on their needs. In an emergency, your call will always be put through to the doctor without delay.

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 is the owner of St Kilda South Medical Clinic and brings over 40 years of experience in all areas of general practice. He has a particular interest in rehabilitation, orthopedics, and men's health. Languages spoken: English, Russian, French.

Dr Jacob Rich has been a General Practitioner since 1982 and has been with this clinic for over 33 years. His key areas of interest include geriatrics, pain management, allergies, acupuncture, and orthopedic rehabilitation. Languages spoken: English, Russian.

With over 30 years of experience in general practice, **Dr Eleanora Freeman** has special interests in mental health, women's health, pediatrics, and endocrinology. Languages spoken: English, Russian.

Dr Liliana Elberg brings more than 45 years of experience in general practice. Her special interests include aged care, women's health, and dermatology. Languages spoken: English, Russian, Ukrainian

Dr Nikoloz Chanturia has been working in as a General Practitioner 14 years. His interests lie in Mental Health, Men's Health, Paediatrics and minor surgical procedures. He speaks English and Russian

Practice Nursing Staff
Ms Nataliya D'Ambra
Ms Natalia Ovechkin
Mrs Olga Randall

Practice Administrative Staff
All staff at St Kilda South Medical Clinic are dedicated to providing you with a friendly, compassionate, and high-quality healthcare service. Many of our team members are bilingual, enabling us to better communicate with and support our multicultural patient community. Our staff are always happy to assist with interpretation and are committed to ensuring every patient feels understood, respected, and cared for.

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 specialists 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.

Getting Test Results

Your doctor will inform you when to expect your pathology, radiology, or specialist results. All incoming results and correspondence are carefully reviewed and followed up by our doctors. To protect your privacy and comply with the National Privacy Act, it is the policy of this practice that reception and nursing staff do not provide test results over the phone. Please contact your doctor directly to discuss your results and understand what they mean for your ongoing care.

Reminder System

Our practice is committed to providing high-quality preventive care. With your consent, your doctor may include you in our reminder system, which issues occasional notices about preventive health services relevant to your care—such as screenings, immunisations, or check-ups. If you prefer not to receive these reminders, please inform your doctor, nurse, or our reception staff.

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—$75
Long Consultation—$125
Weekends:
Standard consultation—$100
Long Consultation—$150

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.*