

Parking

Box Hill Central and surrounding parking places. Disabled parking is also available in these parking areas.

Complaints – All complaints are regarded as priority and are used for Quality Improvement for our services. All complaints will be dealt with immediately. We have a patient feedback box located at the reception desk for all feedback. If you feel your complaint has not been resolved to your satisfaction then you can contact the:

Victorian Health Services Commissioner

Phone: **1300 582 113**

Fax: **03 9032 3111**

Email: **hsc@dhhs.vic.gov.au**

Post: **Health Service Commissioner
Level 26/570 Bourke Street,
Melbourne VIC 3000**

SIA Medical Centre Fees – SIA Medical Centre Box Hill is a bulk billing clinic; however **patients who do not have a Medicare card will be charged a private fee.**

Private Consultation Fees (Non-Medicare Holder)

Monday to Friday	9am – 7pm	\$76.00
Saturday	before 1pm	\$76.00
Saturday	after 1pm	\$96.00
Sunday all day & Public Holidays		\$96.00

Kindly note the above charges are for standard consultations only. Please ensure you inform our reception staff should you require a longer appointment as an additional fee will apply.

OTHER SERVICES AVAILABLE ON SITE:

- **Acupuncture**
- **Pathology Collection (Melbourne Pathology)**

Phone: 03 9888 9074

Operating Hours:

Monday to Friday	8.00 am to 11.00 am
Saturday	8.00 am to 11.00 am
Sunday	Closed

WEBSITE

www.siamedical.com.au

PRACTICE INFORMATION SHEET

938 Whitehorse Road
Box Hill 3128



Phone: **03 9020 0818**

Fax: **03 9021 8808**

Opening Hours

Monday to Friday: 8.30am – 7.00pm

Saturday: 10.00 - 4.00pm

Sunday: 10.00 - 2.00pm

Public Holiday: TBA

The Practice

We here at SIA Medical are committed to providing quality healthcare to families and individuals in the community.

Our Doctors:

Dr Sang Kim

Special Interest in Skin Check

Language: English and Korean

Dr Martin Sia

Special interest in Acupuncture, Travel Vaccinations

Language: English and Mandarin

Dr Jason Xu

General Practitioner

Language: English and Mandarin

Dr John He

Special Interest in Acupuncture

Languages: English, Cantonese and Mandarin

Dr Zhao Wang

Special Interest in Skin Check

Languages: English and Mandarin

Dr Sze Yee Ng

General Practitioner

Languages: English and Cantonese

Dr Nan Ae Yun

General Practitioner

Language: English and Korean

NURSE:

Ms Emily Chen

Registered Nurse (Div 1)

Languages: English and Mandarin

Allied Health and Specialists:

Angela Wan – Dietitian

Nicholas Usui-Crook- Osteopath

Appointments – Consultation is by appointments; however we welcome walk-ins and you will be allocated in at the earliest convenience. URGENT medical matters will be dealt with as a priority. Please advise our friendly receptionists if you are experiencing any chest pains or shortness of breath on arrival.

We would appreciate you calling to cancel your appointment as we can then accommodate another patient in need.

Every effort is made to adhere to the appointment times; however this can be difficult due to emergencies and walk-ins or unexpected longer consultations. To ensure we allocate the correct time for your appointment please advise the receptionists when making the appointment that you require a longer consultation (e.g. pap smears, counselling, medicals, postnatal check-ups etc.)

Continuity of Care – We will help you see the doctor of your choice. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always likely to see the same doctor; however we do encourage you to continue to be treated by the same doctor.

Waiting Time - We have several measures to assist in streamlining the waiting room and improving the waiting room and patient flow in our Medical Centre. Please advise the type of appointment you require when booking, or if the doctor or nurse has advised you to have something completed at your next appointment. Please remind reception on arrival.

Home Visits – We provide home visits for patients that are unable to attend the practice when necessary. We do advise that if you can attend the clinic it would be preferred as we are able to treat you with the essential equipment required for an examination.

After Hours – If you require Medical Attention after hours please call the surgery number and you will be advised of the number to call when the clinic is closed. The number to call is: 13 74 25. For all emergencies please call 000 or attend your nearest hospital.

Telephone Calls - Doctors can take phone calls if they have the time, if they happen to be busy in another consultation, the nurse can assist to determine the urgency and can triage you accordingly.

Patient Test Results – Patients are required to return to the clinic for their test results and no results will be given over the phone due to privacy laws. If you have an urgent result you will be contacted via telephone immediately. To ensure we are able to contact you at all times please ensure your details are up to date when you have a change of address, phone number etc.

Scripts & Referrals

It is important that you see your regular doctor for your scripts and referrals.

Recalls and Reminder Systems – for preventative care and follow up our clinic has a recall and reminder system in place whereby we will contact you via letter or phone call for a follow up of a care plan, diabetes management, skin checks, mammogram etc. Patients who attend our practice will automatically be on the recall register if you do not wish to be involved in this system please notify the Doctor, nurse and reception.

Interpreter Services

If you or your family require an interpreter, we can organise this for you. Please let us know when you ring to make your appointment. Alternatively, you can contact the Translating and Interpreting Service on 1300 131 450 directly.

Chronic Disease – Our clinic is committed to supporting patients prevent the development of chronic disease. We offer risk assessments for diabetes, heart disease etc.

Health Assessments – We offer health assessments for over 75, 45 year old and healthy kids check. Patients that are 45-49 are encouraged to have a health assessment to identify chronic disease and put preventative measures in place.

Management of Your Personal Health Information

Your medical record is a confidential document. It is the policy of our centre to maintain security of your personal health information at all times and to ensure that this information is only available to authorised members of staff. All members of staff at this practice have signed a confidentiality agreement.

If at any time you wish to access information in your electronic health record, please call reception and leave a message for one of our nurses who will facilitate this for you. If you wish to transfer your health records from a previous practice you attended, reception can provide you with a form that authorises the transfer of your records to SIA Medical Centre. Please be aware that some practices charge an administration fee for the transfer of patient records.

Transfer of Medical Records – If in the case you require your medical records to be transferred to another medical centre you will be required to fill in a transfer of medical records form and pay a fee of \$22.00 for copying and administration time, anything less than 10 pages will be transferred for free.