

Mission Statement

We aim to encompass all areas of medicine and to continue to ensure that the highest quality of care is provided to patients everyday.

Quality Statement

We are a general practice providing a full range of quality medical services to individuals, families and children. Our doctors have each developed a range of special interests in particular areas of medicine, enabling the clinic to provide a wide range of medical skills for the care of all patients.

Billing Policy

We are a mixed billing practice where by both private and bulk billed services occur. All appointments which involve a procedure must inform reception and request a longer appointment, additional fees may also occur. If you are unsure of the length of your appointment, please consult your Doctor.

Allied Health & Pathology

Additional charges may occur for services which are referred by the Doctor, please contact the service directly to confirm the cost of fees.

Complaints & Feedback

Any initial complaints and feedback are welcomed by our Practice Manager.

Please email us:

management@southyarracclinic.com.au

For all complaints you wish to escalate to the relevant authoritative bodies please visit the **Victorian Health Complaints website**.
<http://www.health.vic.gov.au/hsc/>

Management of Information

All medical information and management of health information is stored in accordance with the Victoria Legislative Policy for the privacy act.

Communications & Results

Please note this practice does not discuss results via telephone unless stipulated by your doctor. Any personal or medical information you may wish to relay to your practitioner can be relayed via our reception team. Messages can be left for your doctor if required and medical staff will respond. Emails can be forwarded to your doctor for specific requests via reception@southyarracclinic.com.au. These enquiries are filtered by practice staff and forwarded to doctors when appropriate. Please note that all requests for medications, referrals, results, or reports will require a consultation and will not be actioned by email requests alone.

Recalls & Reminders

South Yarra Clinic uses an SMS reminder and recall system. This includes appointments for results, women's health checks, blood pressure, cholesterol and other services offered by the clinic. If you wish to opt out, please make reception aware.

**PLEASE ENSURE YOUR CONTACT DETAILS
ARE UP TO DATE.**



South Yarra Clinic



South Yarra Clinic

OPENING HOURS

Monday – Friday

8:00am – 5:00pm

Saturday

9:00am – 3:00pm

Sunday

10:00am – 3:00pm

(These hours are subject to change)

Online bookings via our website are available



03 9824 1166



www.southyarracclinic.com.au



reception@southyarracclinic.com.au



668 Chapel Street, South Yarra, VIC, 3141

Consultation Fees

Standard Consultation

Private Fee: \$95.00- \$105.00 (Medicare rebates apply)

Prolonged Consultation

Private Fee: \$150.00 - \$160.00 (Medicare rebates apply)

** Please note that higher fees apply for weekends and public holidays. For a full list of our fees please speak to our friendly reception team.

Home Visits

Home visits may be available at the discretion of your treating doctor. Enquiries can be made with one of our reception staff

Appointments

South Yarra Clinic is an appointment-based practice. Patients can schedule a consultation by calling our receptionists or via the online booking platforms shown below



Cancellation Policy

A fee of \$10.00 will apply (\$20.00 for New Patients) if you do not attend your appointment or fail to give at least 2 hours notice of your cancellation. Please ensure that you phone us if you are unable to attend your appointment.

Cancellation fees are not covered by Medicare or your health fund.


Clinic Services

- Womens Health (Including cervical screening)
- Mens Health
- Sexual Health
- Childrens Health
- General Health
- Family Planning
- Minor Surgical Procedures
- Chronic Disease Management/Care plans
- Mental Health Care Plans
- Preventative Medicine
- Travel Medicine & Vaccinations
- Antenatal Shared Care
- On-site Pathology (Ask staff for days available)

After Hours Support

1300health

Please note that fees apply.

 **1300 432 584**

For emergencies, dial 000.

Follow-up of Tests & Results

Our practice uses several secure electronic messaging systems to receive test results & specialist letters. Those who do not support these systems will fax or post correspondence, which is immediately scanned into your medical file. Doctors will check all results & correspondence and initiate required follow-up for any significant or abnormal results. If you are required to be reviewed, you will receive an SMS message asking you to schedule an appointment.

Doctors

Dr Hema John (MBBS, FRACGP)

General Practitioner

Dr Wanda Wysocka-Grabinska (MBBS, FRACGP)

General Practitioner

Dr Cristina Visoiu (MBBS, FRACGP)

General Practitioner

Dr Asher Freilich (MBBS, FRACGP)

General Practitioner

Dr Luigi Lucca (MBBS, FRACGP)

General Practitioner

Dr Jing Pan (MBBS, FRACGP) - PRIVATE BILLING

General Practitioner

Dr Timothy French (MBBS FRACGP)

Vein Doctor / Phlebologist

Nursing

Monika M

Registered Nurse (RN)

Alexandra B

Endorsed Enrolled Nurse (EEN)

Mathilda H

Endorsed Enrolled Nurse (EEN)

Administration

Brad

Practice Manager

Hannah

Receptionist

Ella

Receptionist