

## RECALL & REMINDER SYSTEM

Our practice uses an SMS system for result recalls, appointment reminder as well as other type health reminders, e.g., immunisations, cervical cancer screening test etc. Please advise the reception staff if you do not want receive SMS for reminders.

## TEST RESULTS

Patients are required to return for a consultation to receive test results, preferably with the ordering doctor. We will contact you by phone if any results are abnormal or require urgent attention.

## DISABLED ACCESS

Disabled access ramp is available via our main entrance and lifts from the basement car park to the side entrance. This access is also suitable for pram access or for patients who have difficulty with steps.

## EMERGENCY CONTACT AND CULTURAL BACKGROUND

For your safety, we recommend identifying an emergency contact. Please inform us of your cultural background to ensure optimal and culturally sensitive care.

## CANCELLATION POLICY & NON-ATTENDANCE FEE

A \$50 cancellation fee applies to GP appointments with less than 2 hours' notice. Unattended appointments incur \$50 for GPs and \$70 for allied health. Fees payable at your next appointment.

## RECEIVING & RETURNING CALLS

Please leave a contact number when requesting to speak with your doctor. Calls are typically returned at the end of their sessions. Urgent matters will be promptly addressed by your doctor, another doctor, or the practice nurse.

## ELECTRONIC COMMUNICATION

Contact us via email at [info@sandyhillmc.com.au](mailto:info@sandyhillmc.com.au). Messages will be promptly forwarded to the relevant doctor or staff member, ensuring timely responses. However, please refrain from using email for appointment bookings or cancellations. All appointments must be arranged online or by calling 03 - 9017 4743. For our policy on electronic communication, please request a copy from reception. Please note that patient health information cannot be transmitted via email; it will be sent securely via fax, post, or secure e-transfer.

## PATIENT FEEDBACK & SUGGESTIONS

Your feedback is valuable. Please speak to a member of the clinical team or administrative staff, if you have any suggestion, or are unhappy with the services you have received. A suggestion box is also available at reception for those wishing to give feedback or suggestions in writing.

Your concerns are taken seriously. For matters beyond the clinic ability to address, contact the Health Services Commissioner.

Health Services Commissioner  
Complaints and Information  
Telephone: 1300 582 113

Fax No.: 03 - 9032 3111  
E-Mail: [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)

Or write to:

Health Services Commissioner  
Level 26, 570 Bourke Street  
Melbourne, 3000 Victoria

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




## Contact Information

 Tel: 03 - 9017 4743

 Fax: 03 - 9017 0395

## Location

 Suite 6, 220 Bay Road  
Sandringham 3191 VIC

## Email

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

## Website

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

## Practice Hours

Monday | 8am – 7pm

Tuesday | 8am – 6pm

Wednesday | 8am – 8pm

Thursday | 8am – 7pm

Friday | 8am – 4pm

Saturday | 9am – 2pm

## Welcome to Sandy Hill Medical Centre

### OUR VISION STATEMENT

















To be a trusted and caring healthcare provider, committed to improving the well-being of our community through personalized and innovative solutions.

Where our dedicated team of passionate medical professionals strives to deliver modern and holistic care to the local community.

## OUR SERVICES

- ❖ Preventative health checks
- ❖ Family Medicine
- ❖ Immunisations for Children & Adults
- ❖ Preventative Health Care
- ❖ Health Promotion
- ❖ Shared Antenatal Care
- ❖ Family Planning
- ❖ Women's, Men's, and Children's Health
- ❖ Diabetes & Asthma Checks
- ❖ Liquid Nitrogen Therapy
- ❖ Minor Surgery
- ❖ Sexual Health
- ❖ Workcover/TAC Claims
- ❖ Pre-Employment Examination
- ❖ Travel Vaccinations
- ❖ Iron Infusions
- ❖ Skin Cancer Checks



## OUR DOCTORS

-   Dr Milad Ghanei
-   Dr Anusha Guruge
-   Dr Alexandra Naiss
-   Dr Oleg Rachinsky
-   Dr Maryann Spottiswood
-   Dr David Zheng
-   Dr Sergei Kiryshin
-   Dr Olena Ivaschenko

## OUR ALLIED HEALTH PROVIDER

-   [Dr Amina Mahmoud](#) - Osteopath
-   [Ms Marina Yarotska](#) - Dietitian

## VISITING SPECIALISTS

-   Gastroenterologist & Hepatologist - Dr Ashley Bloom
-   Gastroenterologist – Dr Michael Braude

## YOUR PRIVACY

At Sandy Hill Medical Centre, we respect your privacy. Your medical record is kept strictly confidential. Our practice is committed to maintaining the security of your personal health information, ensuring that it is accessible only to authorized staff members. If you would like a copy of our Privacy Policy, please do not hesitate to ask a member of our reception team.

## MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is confidential and accessible only to authorized staff members.

## APPOINTMENTS, TELEHEALTH & WALK-INS

Appointments can be booked online through our website or AMS App, or by calling us on 03-9017 4743. Emergencies receive priority. Telehealth services are available to all patients. Walk-in patients are welcome, but appointments take precedence, except for medical emergencies.

## LONGER CONSULTATION TIMES

Longer appointments are available upon request. If you anticipate needing extra time during your appointment, please call our reception prior to your visit or book a longer appointment online.

## MELBOURNE PATHOLOGY

Our on-site collection services are available Monday to Friday from 8 am to 12.30 pm. Walk-ins are welcome.

## INTERPRETER SERVICES

Available upon request at the time of booking. Our practice is affiliated with TIS Translating & Interpreting Services.

## HOME VISITS AND TELEPHONE ACCESS

We offer home visits for regular patients on a case-by-case basis. During office hours, you can easily reach our GPs by phone. Emergencies will always be promptly addressed.

## AFTER HOURS CARE ARRANGEMENTS

We partnered with “Doctor Doctor” Services for after-hours care. Outside of our regular clinic hours, simply call our practice, and your call will be automatically redirected to “Doctor Doctor” Services. Alternatively, you can contact them directly at 03-70384744.

## PRACTICE FEES

We operate as a mixed billing practice.

Bulk billing is available for standard appointments to eligible patients listed below on weekdays from 8am to 8 pm:

- Commonwealth Senior Health Card Holders
- Health Care Card Holders
- Pensioners concession & Veteran Affairs Card Holders
- Children 16 and under

**Please note that bulk billing is not available on weeknights from 8pm, weekends, or public holidays for all patients.**

Medicare rebates for eligible patients will be processed at the time of payment.

**Dr Olena Ivaschenko** privately bills all patients. Regretfully, no Medicare rebate is applicable to all consultations. However, a discount is offered to eligible patients. Please refer to our fee schedule.

## ADDITIONAL FEES:

We implement a minor materials fee for items such as dressings, procedure materials, contraceptives, and certain vaccines, alongside consultation fees. This fee applies to all patients, including concession cardholders.