



## Contact us

49 Graham Street,  
Shepparton VIC 3630  
(opposite GV Health)

Phone:

**03 5823 3100**

Email: [reception@shepmed.unimelb.edu.au](mailto:reception@shepmed.unimelb.edu.au)

Website: [shepmed.mthc.com.au](http://shepmed.mthc.com.au)

📱 [facebook.com/shepmed](https://www.facebook.com/shepmed)

## Book online

<https://www.hotdoc.com.au/medical-centres/shepparton-VIC-3630/melbourne-teaching-health-clinic/doctors>

## Opening hours

Monday to Friday **8.00am - 5.30pm**

**After Hours National Home Doctors Service 13 74 25**

Priority Primary Care Centre **Mon-Sun 8.00am - 10pm**



## Introduction

The Shepparton Medical Centre is a mixed billing practice that aims to balance the needs of our patients for affordable quality health care with the need to operate a financially sustainable business.

Our team believe that your health is our priority. All of our doctors value providing quality health care and working as a team. We will book an appointment with your doctor of choice and may introduce you to more than one doctor to ensure that we can provide you with access to care when you need it. You can always ask for another doctor if you prefer.

We keep a small number of appointments available in case a patient needs to be seen on the same day. Call our team if this is the case.

**SHEPPARTON  
MEDICAL  
CENTRE**

# G.P Clinic Practice Brochure

01 JULY 2024

**SHEPPARTON  
MEDICAL  
CENTRE**

Melbourne  
Teaching  
Health Clinics



Melbourne  
Teaching  
Health Clinics



# Practice Details

## OPENING HOURS

Monday to Friday 8.00am - 5.30pm

## AFTER HOURS

### Emergency

Call 000 or present to GV Health, Accident and Emergency Department, Graham Street, Shepparton

### Urgent: Priority Primary Care Centre

Call 03 5823 3132

### Non-urgent after-hours care

13 SICK (13 7425) National Home Doctors Service.  
Bookings can be made from 6pm weekdays and 12pm on weekends and public holidays

### Expert advice from a registered nurse

1300 606 024 for Nurse on Call

## OUR TEAM

### Practice Manager

Tracey Botterill

### GP Leadership

Dr Robert Campbell

### Practice Nurses

Jane (team leader)  
Bronty  
Allyson  
Rajeena

### Medical Practitioners

Dr Edmund Siau  
Dr Elizabeth Kennedy  
Dr Saif Aswad  
Dr Rashid Safdar  
Dr Victor Ohuche  
Dr Tammam Shekh Ali

### Administration

Vanessa  
Tameika  
Robyn  
Nina  
Narelle  
Karen (Clinical Assistant)  
Tonisha  
Monique  
Heather

# Service Information

## APPOINTMENT TYPES

Standard = 15 mins for 1 presenting issue

Long = 2 or more presenting issues, complex problems, completion of forms or Care Plans

## FEES

Please refer to our Billing Policy located at reception or on our website.

## CANCELLATIONS

Cancellation fee of \$41 may be applied to patients that provide less than 2 hours notification or fail to attend an appointment.

## INTERPRETER SERVICES

If you require an interpreter, please let our team know when making a booking.

## RESULTS, RECALLS & REMINDERS

It is essential that you call the practice for results of any tests that you have had. Please allow up to one week for results.

We have reminder system for appointments, immunisations, care plans reviews, health assessments and cervical screening. Please let us know if you do not wish to participate in our reminder process.

Patients who consent to receive these reminders and have a mobile phone will receive these notifications via SMS.

# Service Information

## PHONE CALLS AND EMAILS TO DOCTORS & NURSES

Our doctors do not take unsolicited incoming calls from patients.

A message can be left with reception and an appropriate person will contact you within 2 business days.

Clinical matters will not be discussed via email. Emails of a non-clinical nature can be sent to [reception@shepmed.unimelb.edu.au](mailto:reception@shepmed.unimelb.edu.au)

## YOUR PRIVACY & RIGHTS AS A PATIENT

Shepparton Medical Centre is aware of and adheres to all Commonwealth and Victorian State Privacy legislation. Our Privacy Policy is available at reception and on our website. All team members understand their responsibilities in regard to your privacy, the confidentiality of your health record and have signed confidentiality agreements. Your record will only be accessed by authorised persons.

## STUDENTS ARE OUR FUTURE

We often have medical, nursing and allied health students at the clinic. Please let reception know if you do not consent to a student being present at your consultation.

## REGISTRARS

Are fully qualified doctors undertaking specialist training in general practice at Shepparton Medical Centre. These doctors typically work at the clinic for one to two years.

## FEEDBACK

We are interested in your views. Please feel free to give us your feedback in person at reception, via email or by phone. If you are not satisfied with our response to your feedback you may contact The Office of Victorian Health Services Commissioner on 1800 136 066.