

### After Hours Emergency Care

Central Gippsland Health: 03 5143 8600  
Latrobe Regional Hospital: 03 5173 8000  
Nurse-On-Call (24-hrs): 1300 606 024  
After Hours GP Helpline: 1800 022 222

**For urgent medical attention please call 000**

### Appointments

We run by an appointment system to minimise your waiting time; however urgent cases will be seen on the day. A routine appointment is 15 minutes. Appointments can be made in person, on the phone or online via our website:

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

Walk-in appointments are available and will be triaged accordingly.

### Waiting Times

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment. Please present to reception on arrival and we will advise you of any delays.

If you require a longer appointment, please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

### Cancellations

Rosedale Family Medical Centre would appreciate 24 hours' notice if you wish to change or cancel your appointment.

**A non-attendance fee applies for missed appointments.** Payment is required prior to scheduling any future medical or dental appointments.

### Patient Feedback

We invite our patients to complete a patient survey on their experience at our practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, the practice manager or one of the staff members about any problems you may have had with our service. For your convenience, we have a suggestion box located in the waiting room.

We believe that problems are best dealt with within the practice. However, if you feel there is a matter you wish to take up outside the practice, you may contact the:

Health Complaints Commissioner  
Level 26/570 Bourke St | Melbourne | Vic | 3000  
P: 1300 582 113 | Online: <https://hcc.vic.gov>

### Collaborating With Patients

Our doctors and practice staff respect the right of all our patients to make their own investigation and treatment choices. This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice.

### Managing Your Personal Health Information

Your health record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. Please ask our receptionist for our Patient Privacy Brochure/Policy for further information on your privacy.

---

95-99 Prince Street | Rosedale | Vic | 3847

PO Box 109 | Rosedale | Vic | 3847

P: 03 5199 2124 | F: 03 9040 2060

E: [reception@rosedalemedical.com.au](mailto:reception@rosedalemedical.com.au)

W: [www.rosedalefamilymedicalcentre.com.au](http://www.rosedalefamilymedicalcentre.com.au)

---



**P: 03 5199 2124**

### Patient Information Brochure

Welcome to Rosedale Family Medical Centre.

We provide personalised and affordable healthcare to suit your needs. It is our goal to promote and enhance the health and wellbeing of others and to deliver a high standard of care for the best possible health outcomes.

### Opening Hours

Monday to Friday: 8:30am-5:30pm

Saturday: 9:00am-12:00pm

Sunday and Public Holidays: Closed

### General Practitioners

Dr Shamina Aktar MBBS

Family Medicine

Dr Sergei Kiryshin MBBS FRACGP

Family Medicine

Dr Petra Konowalous MBBS FRACGP

Family Medicine

Dr Sally Taylor MBBS FRACGP

Family Medicine

### Specialist

Dr Saifulla Syed MBBS FRACS

General Surgeon

### Administration

Practice Manager: Elaine Ripper

Reception: Lesley Buckley

### Practice Nurses

Katie Graham RN

Andy McFarlane RN

## Our Services

- General Practice Consultations
- Men's Health
- Women's Health
- Children's/Paediatric Health
- Family Health
- Sexual Health (Contraceptive Advice)
- Occupational Health
- Palliative Care
- Preventive Care
- Medical and Medication Assessments
- Management of:
  - Asthma
  - Hypertension
  - COPD
  - Chronic Disease
  - Diabetes
- Minor Surgical Procedures
- Suturing
- Wound Management
- Skin Checks
- Immunisations
- Onsite Pathology

## Dental Services

- Dentist: Dr David McMahon
- Dental Therapist: Rachel Ripper
- Dental Assistant: Megan Missen
- Reception: Brianna Broughton

## Visiting Allied Health Professionals

- Audiology
- Sleep Care

## Home Visits

Home visits may be available to our regular patients whose condition prevent them from attending the medical centre. Please check with reception or your doctor for further information.

You will be informed if fees will be incurred.

## Communication/Interpreter Services

### **National Relay Service (NRS)**

*Phone access service for people who are deaf or have a hearing or speech impairment*

Phone: 133 677

### **Translating and Interpreting Service (TIS)**

*For patients who require an Interpreter*

Phone: 131 450

## Telephone Calls

Your doctor is available by telephone during opening hours; however because calls may inconvenience other patients while having their consultation, messages can be left for the doctor to return your call in a timely manner.

In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member.

## Communicating Via Email

Emails are checked periodically throughout the day and will usually be actioned within one business day. Please do not email us regarding an urgent matter.

If you need to speak with us urgently during our opening hours, or you have not received a reply to your email please contact us by phone.

## Test Results

Your doctor will advise you when they expect to get your results back. You will be contacted if the doctor requests to see you following any tests.

We ask that you make an appointment with your doctor if you wish to discuss your test results.

Please note that our reception staff are unable to give out any test results over the phone.

## Fee Structure

We are a private billing practice. We may bulk bill patients who hold a current Concession Card and children under 12 years of age. Patients who do not hold a current Medicare Card will be privately billed. Veterans' Affairs patients are billed directly to the Department of Veterans Affairs.

Wound care and management fees depend on the complexity of individual needs.

Payment is required on the day of consultation. Your Medicare rebate can be claimed at the time of payment. Please refer to our Schedule of Fees at reception for all consultation fees.

## Reminder System

Our practice is committed to preventive care and we participate in National and State reminder systems. We offer a reminder system for cervical screening, immunisations, blood tests and other preventive health services appropriate to your care. If you do not wish to be part of this system, please advise your doctor.

## Prescriptions

We ask that you make an appointment to see your doctor for all repeat prescriptions so that the doctor can check the medical condition for which the prescription is being written.

## Referrals

All referrals require an appointment. We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist.

There may be a fee incurred for your consultation with other health professionals which require payment on the day – please ask at reception if you have any questions.