

FEES & BILLING

McKinnon Hill Medical Centre is a mixed-billing and cashless practice. Fees may vary depending on the consultation type, duration, complexity and any additional services provided.

- Eligible standard weekday consultations before 8pm may be bulk billed at the doctor's discretion for concession cardholders, DVA patients and children under 16.
- Consultations after 8pm, weekends and public holidays are privately billed unless otherwise advised.
 - Additional fees may apply for procedures, consumables, vaccines, reports/forms, missed appointments, cancellations and overdue accounts.
- Please ask reception about expected practice fees before treatment. Medicare rebates are processed where eligible.
- Referred services such as specialists, imaging or other external providers may have their own fees. Please check expected costs with the provider.

PRACTICE WEBSITE

Visit our website for current information, online bookings and patient resources.

www.mckinnonhillmc.com.au



PRACTICE HOURS

Monday | 8am – 8pm
Tuesday | 8am – 8pm
Wednesday | 8am – 8pm
Thursday | 8am – 6pm
Friday | 8am – 8pm
Saturday | 9am – 11am
(Telehealth appointments only)
Hours are subject to doctor availability.

AFTER-HOURS CARE

For urgent medical care outside practice hours, please call:

03 7038 4744

In a medical emergency, call 000 or attend the nearest emergency department.



McKinnon Hill Medical Centre

PRACTICE INFORMATION SHEET

Personalised, contemporary and caring general practice for our local community.

CONTACT

Tel: 03 9999 7280

Fax: 03 8672 6624

Email: info@mckinnonhillmc.com.au

Address: 86 McKinnon Road
McKinnon VIC 3204

www.mckinnonhillmc.com.au

APPOINTMENTS & ACCESS

Booking:

Book online through our website or call reception during practice hours.

Appointment types:

Standard, long and extended consultations; face-to-face consultations; telephone and video consultations where appropriate; nursing and procedure appointments; vaccination appointments; allied health and specialist appointments.

Home visits:

Home visits may be available for regular patients where clinically appropriate and practical. Please discuss this with reception.

Cancellations:

Please let us know as early as possible if you need to change or cancel an appointment. Fees may apply for missed appointments or late cancellations.

Communication support:

Please tell us if you need an interpreter, hearing support or other communication assistance. Interpreters can be arranged where appropriate.

Accessibility:

Please advise reception if you have mobility, access or communication needs so we can assist.

COMMUNICATION & RESULTS

We aim to communicate clearly, safely and in a way that suits your needs.

Telephone calls & calls to doctors:

Reception answers telephone calls during practice opening hours. Administrative enquiries may be handled by reception. Requests to speak with a doctor about your health or for clinical advice are generally booked as a telephone consultation. Reception can take or direct non-clinical messages but cannot provide clinical advice. Urgent clinical concerns are triaged and escalated appropriately.

Email & electronic communications:

Email and other electronic messages are reviewed during practice hours but are not monitored continuously and must not be used for emergencies. Routine email is not used to provide clinical advice. Appointments and changes should be made online or through reception.

Results:

When your results are received and reviewed, we will generally send an SMS advising that the results are available and whether you need to book an appointment. The SMS will not contain detailed clinical information. If a result requires urgent attention or prompt follow-up, we will contact you directly rather than relying only on an SMS.

Reminders & recalls:

We use SMS and other approved methods for appointment reminders and clinical recalls, including preventive care, follow-up and immunisations.

Keep details current:

Please let us know promptly if your mobile number, email, address or other contact details change.

OUR TEAM, SERVICES & PRIVACY

Practitioners:

Dr Elena Mirmilstein, Dr Kristiani Satyadharma, Dr Alexandra Naiss, Dr Milad Ghanei, Dr Elizabeth Hu, Dr Sergei Kiryshin, Dr Mojgan (Sarah) Tavanaei.

Allied health & visiting specialists:

Physiotherapist – Chris Howley; Podiatrist – Lynton Toister; Psychologist – Sergio Giurina; Registered Counsellor – Anastasiya Lukinova; Obstetrician & Gynaecologist – Dr Vadim Mirmilstein; Interventional Radiologist – Prof Stuart Lyon.

Range of services:

General practice consultations, chronic disease management, preventive health, women's and men's health, children's health, immunisations, mental health support, minor procedures, allied health and specialist consulting services.

Managing patient health information:

Your health information is treated confidentially and accessed only by authorised people who need the information to provide care or support legitimate practice functions. Our full Privacy Policy and Patient Electronic Communication Policy are available from reception or on our website.

Feedback & complaints:

We welcome feedback and take concerns seriously. Please speak with reception or our Practice Manager, or provide feedback in writing. If you are not satisfied with our response, you may contact the Health Complaints Commissioner Victoria on 1300 582 113 or visit www.hcc.vic.gov.au.

My Health Record & digital tools:

Our practice uses digital systems to support your care. Full details about My Health Record, privacy and approved AI-assisted documentation can be obtained from reception or our website.