

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 to the doctor, preferably the one who ordered the tests, to review results. This can be done in person or through a telehealth consultation. If any results are abnormal or require urgent attention, we will contact you by phone.

DISABLED ACCESS

Disabled access is provided via our main 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 fee applies to GP appointments cancelled with less than 2 hours' notice. Unattended or late-cancelled appointments will incur charges for GP and Allied health services, payable before your next appointment. Please enquire in the clinic for details.

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@mckinnonhillmc.com.au. Messages will be promptly forwarded to the relevant doctor or staff member, ensuring timely responses. However, please refrain from using SMS reminders for appointment bookings or rescheduling. All appointments must be arranged online or by calling 9999 7280.

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
Or write to:
Health Services Commissioner
Level 26, 570 Bourke Street
Melbourne, 3000 Victoria
Website: www.health.vic.gov.au



Contact Information

Tel: 03 9999 7280

Fax: 03 8672 6624

AH: Tel: 03 7038 4744

Location

86 McKinnon Road
McKinnon VIC 3204

Email

info@mckinnonhillmc.com.au

Website

www.mckinnonhillmc.com.au

Practice Hours

Monday | 8am – 11pm

Tuesday | 8am – 11pm

Wednesday | 8am – 8pm

Thursday | 8am – 11pm

Friday | 8am – 11pm

Sat & PH | 9am – 11am (Telehealth only)
appointments only)

Welcome to

McKinnon Hill Medical Centre

OUR VISION STATEMENT

To be a trusted and caring healthcare provider, committed to improving the well-being of our community through personalised 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 Elena Mirmilstein
Dr Kristiani Satyadharma
Dr Zoran Zec

Dr Alexandra Naiss
Dr Milad Ghanei
Dr Elizabeth Hu
Dr Ameer Shehab
Dr Sergei Kiryshin
Dr Mojgan (Sarah) Tavanaei
Dr Oleg Rachinsky

OUR ALLIED HEALTH PROVIDER

Dietician – Mrs Tracey Eppel

Physiotherapist – Mr Chris Howley

VISITING SPECIALISTS AND ALLIED HEALTH

Obstetrician & Gynaecologist - Dr Vadim Mirmilstein
Interventional Radiologist – A/Prof Stuart Lyon
Podiatrist – Mr Lynton Toister
Psychologist – Ms Poh Wong
Psychologist – Mr Sergio Giurina

YOUR PRIVACY

At McKinnon 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 don't 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 0399997280. Emergencies receive priority. Walk-in patients are welcome, but appointments take precedence, except for medical emergencies. Telehealth services are available to all patients.

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 4 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 “DoctorDoctor” Services for after-hours care. Outside of our regular clinic hours, simply call our practice, and your call will be automatically redirected to “DoctorDoctor” 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.

Additional Fees:

We charge additional fees for materials and items such as dressings, procedure supplies, contraceptives, and certain vaccines, in addition to consultation fees. These fees apply to all patients, including concession cardholders.