

Practice Doctors

- Dr Joanna Hickey MBBS FRACGP MACNEM Clinical Director (Integrative Medicine, Bio Balance, Mental Health, Women's Health)
- Dr Akshay Wadegaonkar MBBS FRACGP FARGP DCH (Integrative Medicine, Dermatology, Sexual Health, Paediatrics)
- Dr Stephen McKernan MBBS B. Med. Sci (Hons). DRANZCOG, Dip. Med. Hyp. FRACGP FACNEM FAMAC (Integrative Medicine, Sports Medicine, Paediatrics & Childhood Development)
- Dr Lydia Senyia MBBS FRACGP Bed (Family General Practice, Mental Health)
- Dr Colleen Toner MBBS FRACGP (Obstetrics & Gynaecology, Paediatrics, Rheumatology)

Practice Nurse

Angela Wong B. Nursing GD-PCN (immunisation provider, pap smear provider, pathology collection)

Practice Clinicians

- Mattie Sempert Reg. CMRB Vic. BSc. NCCAOM (USA) (Acupuncturist)

Administrative Supervisor

Paul Kandell

Reception Staff

- Nicole Corveddu (Reception Supervisor)
- Julia Cassin
- Erin Langley

Practice Services

General Medicine, Nutritional Medicine, Bio Balance, Skin Checks & Minor Skin Surgery, Immunisations, Travel Medicine, Health Assessments, Hypnotherapy, Australian Clinical Labs Pathology Collection, Hormone Imbalances, Osteopathy, Acupuncture

Appointments

Please phone (03) 9489 7955 for an appointment or book through Health Engine via our website wellnessmedicine.com.au. Emergencies will always be given priority.

Longer Consultations

Longer consultations are available, and required for some consultation types, please advise the receptionist at the time of booking if you require extra time

Walk-in appointments

Walk-ins will be allocated the first available consultation, which may require some waiting.

Patient Feedback

Our practice encourages patients and other people to give feedback, both positive and negative, as part of our partnership approach to healthcare. Please ask reception staff for our full *Patient Feedback & Complaints Resolution Policy* for how to make a complaint or provide feedback. Alternatively, you may prefer to contact the *Victorian Health Complaints Commissioner*.

If patients require communication services

Patients who require communication assistance are asked to let reception staff know when making the appointment. Alternative modes of communication include; National Relay Service (NRS) for hearing impaired, Translation and Interpreter Service (TIS) for non-English speaking background.

After hours and emergency

The practice advises the following options after hours or in the case of emergency

- Call 000 for an emergency
- St Vincent's Emergency Dept. ph 9288 4360
- Royal Melbourne Hospital Emergency Dept. ph 9342 7802
- Call 13 SICK for an after-hours home visit

Home Visits

Home visits can be made outside surgery hours by prior arrangement with the receptionist at the discretion of the doctor. These visits occur when deemed safe, and where the patients are acutely ill, immobile and elderly or have no means of transport to the practice.

Fees and billing arrangements

Fees are available at the time of consultation.

An up-to-date copy of our schedule of fees is located at reception, in waiting rooms, and on our website.

Communication/telephone policy

Patients are able to access a doctor by telephone or by central email to discuss their clinical care. When telephone (or electronic) communication is received, it is important to determine the urgency and nature of the information. Urgent patient calls may interrupt consultations with other patients. A message will be recorded for the doctor regarding non-urgent matters.

Test results

Results are categorised into 3 different recalls

1. Urgent recalls: patient will be contacted the day the result comes in and offered an appointment within 24-48 hours
2. Discuss: patient will receive an sms the day the result came in, a second sms will be sent after 2 weeks
3. No action: no contact will be made

Reminder System

Patients will receive a reminder notification via sms 24-48 hours prior to their appointment time

Management of patient health information

Our practice adheres to a strict privacy policy to ensure confidentiality is maintained with patient's personal information.

For further details, please ask the reception staff for a copy of our privacy policy.

Patient Rights

The practice staff members respect the rights and needs of all patients. No patient is refused access clinical assessment or medical treatment on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference, or medical condition. Provisions are implemented to ensure patients with a disability can access our services.

Engaging with other services & referrals

Our practice regularly engages with local health services, such as specialists, allied health, and hospitals. If required, doctors will provide specific health information to plan and facilitate optimal patient care. Our practice nurse may also transfer relevant information to providers when preparing Care Plans or Health Assessments.