



Inkerman Medical Group

Patient Information Brochure

Dr Stephen Szental

Dr Debbie Herbst

Dr Anthony Schneeweiss

Dr Tammy Schnall

Dr Ilana Laser

Dr Leon Massage

Dr Sangeeta Nagpal

Dr Sharon Gabizon

Dr Belinda Carne

Dr Naomi Bronzite

Dr Lauren Lovick

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About Us

Inkerman Medical Group has a strong commitment to General Practice medicine and education. The promotion of general health and wellbeing is important to us and incorporated into our delivery of services.

We are committed to promoting health, well-being, and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

Business Manager: Tahlia

Senior Receptionist/Assistant Manager: Toni

Registered Nurse: Devora, Hannah, Camille, Tiana

Receptionists: Ellie, Emily, Lucinda

Facilities & Services Available

- Melbourne Pathology collection centre
- Immunisations: Adults and children
- Travel Advice and vaccinations
- Women's Health
- Dietary Advice and Weight Control
- Health Check-ups / Preventative Health
- Medical Insurance Evaluations
- Aviation Medical Examinations
- Cancer Screening
- Cryotherapy
- Allied Health: Counsellors, Podiatrist

There is ramp access from the patient car park. This can be accessed from Inkerman Street.

Appointments

We run by an appointment system to minimise your waiting time, however urgent cases will be seen on the day. Bookings are essential, but 'walk-in' appointments are available and will be triaged. Please note scheduled patients will be given preference over 'walk-in' patients. A standard consultation is 15 minutes. Please phone the practice to schedule your consultation or alternatively you may schedule through our website.

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

To ensure continuity of care, we will make every effort to accommodate you with your preference of doctor .

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 understand that emergencies are given priority. We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

Home Visits / After Hours

Home visits are up to the discretion of the doctor. They may be possible for our regular patients when they are unable to attend the surgery due to mobility or illness. Home Visits and After Hours care are not routinely bulk-billed. Please check with reception for further details on fees. If you require a locum, please call DoctorDoctor 13 26 60 or <https://www.doctordoctor.com.au/>
Or The National Home Doctor Service 13SICK (13 74 25)

Payment

Full payment is required at the time of consultation. Accepted payment methods: Cash, Credit Cards (VISA, BankCard, MasterCard), Bank Cheque or EFTPOS. Non-payment for an account on the day of consultation will incur a \$10 fee and the patient will be responsible for claiming the Medicare rebate.

Billing Arrangements

Monday – Friday 8.30am -6.00pm

Standard Consultation: \$95.00 (out of pocket \$55.90)

Long Consultation: \$160 (out of pocket \$84.25)

Saturday 9.00am-12.00pm

Standard Consultation: \$100.00 (out of pocket \$60.90)

Long Consultation: \$170.00 (out of pocket \$94.25)

Sunday & Public Holidays 9.00am-12.00pm

Standard Consultation: \$125.00 (out of pocket \$74.00)

Long Consultation: \$197.00 (out of pocket \$109.60)

Cancellation Policy

We require a minimum of 4hrs notice before your appointment if you wish to cancel or rebook. If you fail to do so a \$40.00- \$80.00 fee may be incurred.

Access to Doctors

Telephone access to doctors is available in special instances. Please be aware that if in consultation when you phone, the doctor may need to return your call.

Email access to the doctors can be achieved, though this route may take longer for a response.
reception@inkermanmedical.com.au

Repeat Prescriptions / Referrals

Requests for repeat prescriptions and repeat referrals out of consultation may be granted at a \$15.00-\$20.00 fee respectively. Repeat prescriptions and referrals may be requested on the Inkerman Medical group website or via telehealth consultation with a doctor. Doctors also require at least 7 business days to fulfill the request. Please understand that this service should not take the place of regular consultations with your Doctor.

Pathology and Imaging Results

If your results require urgent attention, you will be contacted by the practice nurse on behalf of the doctor. For non-urgent abnormal results patients will be contacted by text message or letter.

If results are normal, no contact will be made. Test results require an appointment with your Doctor. The Doctor will ask you to return for the results of a test rather than telephone. On some occasions your Doctor may feel it suitable to give the results over the phone. In this case, the Doctor will ask you to phone for results and speak with a nurse. Please allow at least three days from the day of your test to permit the receipt and review of your results.

Patient Reminders

As part of our commitment to providing our patients with quality medical care, we offer enrolment in National and State reminder service for regular check-ups, cervical screening, immunisations, blood tests and other preventative health services appropriate to your care.

If you do not wish to be part of this service, please advise the receptionist.

Complaints / Feedback

At Inkerman Medical Group we try our best to look after you in a personal, caring, and professional manner. If, however, you feel unhappy about some aspects of our service, we would like to know. Please speak to your doctor or the reception staff, or put the complaint/feedback in writing and direct it to the Business Manager.

If you wish to take up a complaint outside the clinic, you can contact the Health Services Commissioner.

*Health Services Commissioner
30th Floor 570 Bourke Street, Melbourne 3000
Phone: 03 8601 5200 | Email:*

Privacy Policy

Inkerman Medical Group is committed to providing quality health care for our patients. As a fundamental part of this commitment, doctors and staff of the practice, recognise the importance of ensuring that our patients are fully informed and involved in their health care.

Inkerman Medical Group is, as a health provider in the private sector, bound by the Australian Privacy Principles. These principles set the standards by which we handle personal information collected from our patients.

Your health record is a confidential document. Our practice policy is to always maintain protection of your personal health information and to ensure that this information is only available to authorised members of

staff. Please refer to the Patient Privacy Brochure in our reception area for further information on your privacy.

Interpreter Services

National Relay Service (NRS)

For patients with a hearing/communication impairment Phone: 133 677

Translating and Interpreting Service (TIS)

For patients who speak languages other than English and require the services of an Interpreter
Phone: 131 450

Please refer to the posters in our reception area.

Opening hours

Monday - Friday 8.30am -6.00pm

Saturday 9.00am - 12.00pm*

Sunday 9.00am - 11.00am

Public Holidays 9.00am - 11.00am

After Hours Locum Service 13 26 60 or 13 74 25

*For face-to-face consultations on the 1st Saturday of each month. Telehealth is available on all other Saturdays.

The Practice is open every day of the year.

290 Inkerman Street
St Kilda East, VIC 3186
P: 03 9527 4355
F: 03 9525 9033



**Inkerman Medical
Group**

**An Accredited General
Practice**

**Providing Quality Medical
Care to the Community**