

Our Doctors

Dr Arnold Shmerling
Dr Sukanya Muraledaran
Dr La Silva
Dr Priyani Karunaratne
Dr Wendy Ah Sang
Dr David Court
Dr Penelope Martin
Dr Deborah Taft
Dr Roslyn Quill

Translating or Special Needs

If you are unable to clearly communicate your needs, you can access the Translating and Interpreter Service, the National Relay Service, or if you prefer, a friend or family member may translate for you.



Our Practice Nurses

All our nurses are experienced in wound management, childhood and travel immunisations and chronic disease management.

Telephone Access

The receptionist is happy to take your message and pass it on to the doctor. The doctor will return your call as soon as possible.

Patient Information

Phone: 9561-3200

**847 Ferntree Gully Road
Wheeler's Hill, Victoria 3150
www.whclinic.com.au**

Services

Family Medicine
Aged Care
Women's Health
Men's Health
Audiometry
Health Assessments
Early Detection & Management of Skin Cancer
Management of Injuries
Psychological & Mental Health
Pathology
Physiotherapy
Nutrition
Speech Therapy
Occupational Health

Email

Some doctors may make use of requests to email at their discretion; however this is never to be used to obtain clinical advice. All requests from patients should go to reception.

Your Rights – Suggestions and Complaints

We constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy with any aspect of our service, please use our suggestion box in reception, mention this to your doctor or the practice manager. We take your concerns, suggestions or complaints seriously and they will be dealt with fairly and as quickly as possible. If you are dissatisfied with the outcome of your concern, you may contact:

Victorian Health Services Commissioner:
26/570 Bourke St Melbourne 3000.
Free call 1800 582 113 or
Email: hsc@health.vic.gov.au

Consulting Hours

Monday - Friday: 8am - 7:30pm
Saturday - Sunday: 9am - 12pm
Public Holidays: Closed

After Clinic Hours Call
Locum Service: 132 660

In an Emergency Call
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Emergency Departments

The Valley Private Hospital - Corner
Police and Gladstone Roads, Mulgrave
Phone: 9790 4250

Monash Medical Centre
Clayton Road, Clayton
Phone: 9594 6666



For Peace of mind, caring,
experienced doctors,
appointments at short notice, and
medical and allied health
services under one roof

Make
Wheeler's Hill Clinic
Your Clinic of Choice

Appointments

Appointments are made by phoning the clinic. Every effort is made to accommodate your preferred doctor and time. Emergencies are given priority and we will contact you if there is any delay. Longer consultation times are available, so please inform the receptionists if you require extra time.

Access and Parking

The clinic provides access to patients via the front main entrance. Car parking is available in the onsite car park and additional parking can be found in the service road. Wheelchair access is provided via the front main entrance, with access to consulting rooms and toilet.

Results

Your doctor will advise you when they expect results to arrive at the clinic. Test results may be obtained by phoning the clinic between the hours of 11am and 2pm Monday - Friday.

Home Visits

Home visits are available for regular patients within a 4 km radius of this clinic whose condition prevents them from attending the surgery.

Repeat Prescriptions and Referrals

The clinic charges a small rebatable fee for repeat prescriptions and referrals outside of doctors consultation. These requests are reviewed by the doctor who will decide whether you will need to be seen for your script/referral. Our doctors require 24-48 hours notice for these requests. You should collect your script or referral from the clinic in person and a brief consultation with no out of pocket fee will apply - no appointment is necessary but there may be a small wait for a doctor to be available. Where you request these to be posted, an out of pocket cost of \$11 will apply.

Fees and Billing Arrangements

This is a private billing clinic and consultation fees are displayed at reception.

Fees are payable at the time of consultation by cash, cheque, MasterCard, Visa or eftpos. An accounting fee of \$5.00 will be charged if payment is not made on the day of service.

Vet Affairs & pensioners with a current Government Pension Card are bulk billed Monday - Friday. Weekends - HCC and pensioners \$20 out of pocket. Discounts apply for current Government Healthcare Card holders.

Further costs may be incurred through investigations, procedures and vaccinations/travel medications.

If you are experiencing financial difficulties, please discuss this with your doctor.

Privacy Policy

Your medical record is a confidential document. It is the policy of this clinic to maintain the security of personal health information at all times and to ensure that this information is only available to authorised personnel and to other health professional to which you are referred in relation to investigations and/or your current or future health care.

If you have concerns or wish to restrict access to your personal health information, please discuss it with your doctor.

If you require access to your personal information, please speak to our receptionist.

We abide by the Australian Privacy Principles available at:

www.privacy.gov.au/health/index.html