

26A Dickens St  
Elwood 3184

[www.stkildamds.com.au](http://www.stkildamds.com.au)

[medical@stkildamds.com.au](mailto:medical@stkildamds.com.au)

Tel: 1300 301 909

Fax: (03) 9525 4921

## ST KILDA MDS

### OPENING HOURS

(by appointment)

MONDAY TO FRIDAY: 6pm-11pm

SATURDAY: 1pm-8pm

SUNDAY: 9am-5pm

## ST KILDA MDS

### OPERATING HOURS

**Weekdays – From 6pm to 8am**

**Weekends – From 12 noon Saturday to  
8am Monday morning**

**Public Holidays – All hours**

**(Bookings from 4pm Monday to Friday,  
10am Saturday)**

# ST KILDA MEDICAL DEPUTISING SERVICES

## INFORMATION BROCHURE

### APPOINTMENTS

For an **EMERGENCY** call **000**

Please ring 1300 301 909 for an urgent after hours medical care.

Every effort will be made to accommodate your urgent appointment.

Children will always be given priority.

Longer consultation times are available, so please ask our receptionists if you require some extra time.

If you or your family member requires an interpreter services we can organise this for you, please let us know when you make the appointment.

### HOME VISITS

Home visits are available for patients whose condition prevents them from attending our MDS.

Patients living in our service area can request after hours doctor's visit. To request a home visit call us on 1300 301 909 during operating hours.

### TELEPHONE ACCESS

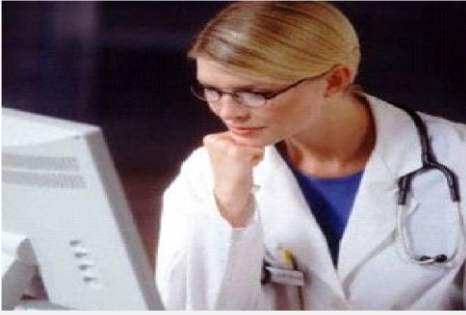
Doctors in our MDS may be contacted during operating hours. If the doctor is with a patient a message will be taken, calls will be returned as soon as practicable.

All urgent calls will be put through to the doctor or nurse immediately.

### SERVICES AVAILABLE

St Kilda MDS provides urgent after hours medical care for patients with conditions that are not life-threatening, but require urgent medical attention (e.g. respiratory infections, migraines, gastro, fevers, urinary tract infections, and minor injuries).

We do not offer comprehensive and planned/routine health care.



## Management Of Your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the 10 national Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

### Your Rights

If you have a problem with any aspect of the service you receive at our clinic we are keen to hear about it. Please feel free to talk to your doctor or receptionist. You may prefer to write to us. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery contact Health Care Complaints Commission.

## VICTORIA

Health Services Commissioner  
Level 26, 570 Bourke Street  
Melbourne, VIC 3000  
1800 136 066

[www.health.vic.gov.au](http://www.health.vic.gov.au)

## MEDICAL PRACTITIONERS

**Dr Vasily Lebedev (MBBS, Melbourne)**, his main medical interests are men's health and orthopaedic issues.

**Dr Anna Velkov (MD, Omsk, Russia, AMC)**, has fields of interests in women's health, family planning, paediatrics.

**Dr Elena Litovski (MD, St Petersburg, Russia)** has a passion for gynaecology, family planning and women's health.

**Dr Juliana Kononov (MD, Moscow, Russia, AMC)** is interested in paediatric and geriatrician issues.

**Dr Nikoloz Chanturia (DM, Volgograd, Russia, AMC)**

has medical interests in men's health and traumas.

**Dr Oxana Agareva (MD, Volgograd, Russia, AMC)**

is interested in women's health, family planning, paediatrics.

**Dr Olena Goodwin (MD, Odessa, Ukraine, AMC)** has medical interests in cardiology and women's health

**Dr Alla Gimpel (DM, Andizhan, Uzbekistan, AMC)** has a passion for dermatology and paediatrics.

## NURSING STAFF

**Ms Olga Randall ( Registered Nurse )**

**Ms Natasha Chugunkova (Division 2 Nurse)**

**Ms Victoria Goikhman( Registered Nurse )**

## MEDICAL REPORTS AND RESULTS

ALL REPORTS AND RESULTS ARE FORWARDED TO A NOMINATED GP IN TIMELY MANNER.

Patients need to contact their family doctor to find out their results.

All incoming test results are reviewed and followed up by doctors. Copies are sent to nominated GP.

To ensure our staff maintain strict patient confidentiality and comply with the National Privacy Act, it is the policy of our MDS that test results will not be given over the phone.

## FEES AND BILLING ARRANGEMENTS

We bulk bill all Medicare Card holders. Veterans may sign the service voucher. Patients who do not have Medicare Card considered as private patients. and the following fees apply:

Standard consultation—\$70

Long consultation—\$110

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ST KILDA MDS

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Fees are payable at the time of consultation by cash, EFTPOS or credit card. If you have any difficulty in paying our fees, please discuss it with us.

**Please take the time to read through the 10 tips for improving your health that can be found in our waiting room. It explains how patients and carers can work in partnership with the health care professional to get the best possible care.**

**It explains:**

- 10 tips for improving health care, which includes questions, people might like to ask their health care professional.
- What to expect from a health care professional.
- Information for finding out more about a condition and managing medicines.
- What can be done for concerns about health care.

### OUR PRACTICE HAS A SUGGESTION BOX

Doctors and staff at St Kilda MDS are committed to providing you with a high standard of patient care. We welcome any feedback that will help us to improve our service.

DO YOU HAVE ANY COMMENTS ABOUT US?

IS THERE ANY ASPECT OF OUR CARE THAT COULD BE IMPROVED?

Your responses will be treated in confidence.

**This practice has a  
NON SMOKING POLICY**

