



ENCOMPASS
MEDICAL CENTRE

Practice Information

Encompass Medical Centre

Contact Details

Address: 533 Blackburn Rd, Mt Waverley VIC 3149

Phone: 03 8545 9955

Email: reception@encompassmc.com.au

Website: www.encompassmc.com.au

Hours of Operation

Monday - Friday	8am - 8pm
Saturday	9am - 12pm
Sunday	closed
Public Holidays	closed

After Hours

In the case of an emergency, call 000.

For medical attention outside of business hours, call After Hours GP Clinic on: **03 8820 7500** for an appointment. Please note charges apply.

Allied Health & Specialists

Community Nurse	Physiotherapist
Clinical Psychologist	Rheumatologist
Dietitian	Endocrinologist
Podiatrist	

Meet Our Team

Dr Maya Hartono

BMedSc, MBBS, FRACGP
General Practice
Experience: 12 years

Dr Shanthini Sathiyalingam

MBBS, FRACGP
General Practice
Experience: 30 years
Languages: Sinhala & Tamil

Dr Michael Ellis

MBBS, MRCP, FRACGP
General Practice
Experience: 23 years

Dr Bianca Perera

MBBS, FRACGP, FARGP
General Practice
Experience: 10 years

Dr Sai Au

MBBS, AdvDipMedSc,
FRACGP
General Practice
Experience: 13 years

Dr Amita Bhowal

MBBS
General Practice
Experience: 46 years

Booking Appointments

In the event of a medical emergency, call 000.

If you need a doctor urgently, call our bookings line on **03 8545 9955** so we can assist you to access suitable care.

To book an appointment, call **03 8545 9955** or book online via our website: www.encompassmc.com.au

When you make your appointment, please inform us if you require a longer consultation, interpreter services or have special needs.

If you require a repeat prescription, please ensure you make an appointment before you finish your medication. Doctors are legally unable to back-date any documents including referrals.

Please notify us at least two hours before your appointment if you are unable to attend to ensure you avoid a late cancellation fee.

Billing

All General Practitioner, Pathology and Nursing Services are Medicare Bulk Billed. DVA benefit recipients included.

Out of pocket expenses will be incurred for minor procedures and may be incurred if you are referred to specialist services/investigations.

Calling Your Doctor

Our doctors do not consult on the phone. Messages will be taken when a patient calls with an enquiry and an answer may be relayed for simple matters.

In certain circumstances your doctor may be able to speak to you over the phone. Where this is the case your doctor will contact you once they have finished their consulting session, usually at the end of the day.

Test Results

Patients are required to make an appointment to discuss their test results. Our doctors do not discuss test results with patients over the phone unless they deem it necessary.

Reminder System

At times, we may issue you a reminder or recall notice via call, SMS or letter offering preventative health care services appropriate to your care. If you wish to opt out of this, please inform us.

Students / Registrars

Encompass Medical Centre may provide teaching practice for universities and other government regulated bodies.

You may be asked if you are willing to have a medical student or GP Registrar present at your consultation to observe for their learning.

We are grateful for your participation. This is optional and we respect your decision should you decline.

Information Privacy

We're committed to the protection of your privacy and act in accordance with the requirements of the National Privacy Principles. Your medical record is confidential and we are committed to ensuring that your information is secure from unauthorised access, damage, destruction or reproduction.

We will neither permit any unauthorised persons to collect, access, use nor disclose any personal information received in connection with our services without your consent.

Our **Privacy Statement** and **Privacy Policy** is available on request or on our website: www.encompassmc.com.au

Feedback & Complaints

We value your feedback, suggestions and compliments about how our services are delivered. We use all feedback to continuously improve and we take your complaints and concerns seriously.

We assure you of our commitment to discuss any concerns you may have and to address them promptly and courteously. Your feedback is confidential and will not affect your care or services.

If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or with a member of staff at the clinic.

Where your question or complaint has not been resolved to your satisfaction, you may contact:

Encompass Medical Centre
Complaints Officer

Call: 1300 784 781

Post: PO Box 688, Mount Waverley VIC 3149

If you are not satisfied that Encompass Medical Centre has resolved your complaint, you have the right to make a complaint to:

Victorian Health Services Commissioner
Level 26, 570 Bourke St, Melbourne VIC 3000
1300 582 113

Medical Board of Australia
Level 8, 111 Bourke St Melbourne VIC 3000
1300 419 495



ENCOMPASS
MEDICAL CENTRE