



General Practitioners

Dr Olga Ilic
Dr Cristina Tolentino
Dr Shiromali (Shiro) Ekanayake

Breast & General Surgeon

Dr Ruwangi (Ru) Udayasiri

Paediatrician

Dr Herath Wataliyadda

Obstetricians & Gynaecologists

Dr Margreet Stegeman
Dr Malanie Gajanayaka
Dr Monika Trivedi

Gynaecologist

Dr Kiri Chan

Physiotherapist

Fiona Wieland

Psychologist

Alison Sinclair

Practice Nurses

Kathy Cahill
Casey Smithers

Practice Manager

Josie Ganino

Receptionists

Susy Bevilacqua
Karen Gladigau



Shepparton Women's Health Centre

100-104 Corio Street
Shepparton Vic 3630

Ph: 03 5821 3555

Fax: 03 5821 3288

Email: info@sheppwhc.com.au

Hours: 9.00am to 5.00pm, Monday to Friday
Closed public holidays

Car parking: Car parking is available on-site, with two parks allocated for wheel-chair access.



After Hours: If this office is closed and you need emergency care, please call 000 immediately or go to the nearest Emergency Department at Goulburn Valley Health, Graham Street, Shepparton.

Confidentiality: This health centre complies with all privacy legislation. All personal information is collected, stored and used appropriately and disclosed only with your consent. A copy of this health centre's privacy policy is displayed in the waiting room and available for viewing on our website.



Interpreter: Please advise reception in advance if you need access to an interpreter.



Tell us what you think

If you have any compliments, suggestions or complaints about our service, please discuss directly with the person who provided the service, with another doctor at the centre or the Practice Manager.

If a complaint remains unresolved, please contact the Health Complaints Commissioner at:
Level 26 / 570 Bourke Street, Melbourne, Vic, 3000 or call 1300 582 113.



Achieving Excellence in Women's Health



(03) 5821 3555

www.sheppartonwomenshealthcentre.com.au



The expert practitioners at the Shepparton Women's Health Centre offer a range of specialised services to provide high quality preventative and curative health care treatment, including:

- ◇ General Practice (GPs) - for all ages, both male & female
- ◇ Well Women's Health Check
- ◇ Immunisations
- ◇ Chronic Disease Management with GP Management Plans and Team Care Arrangements
- ◇ Antenatal and post-natal care
- ◇ Continence issues (bladder and bowel)
- ◇ Pelvic floor dysfunction
- ◇ Endometriosis issues
- ◇ Endometriosis Support Group
- ◇ Polycystic ovarian syndrome
- ◇ Prolapse issues
- ◇ Fertility services and pre-conceptional counselling
- ◇ Psychology services
- ◇ Gynaecology issues
- ◇ Menstrual and peri-menopausal treatment
- ◇ Obstetric problems
- ◇ Cervical Screening Tests (Pap smears) and colposcopies
- ◇ Minor procedures
- ◇ Surgical procedures
- ◇ General surgery (such as hernia, biliary dysfunction)
- ◇ Breast cancer (management and surgery)
- ◇ Behavioural and developmental Paediatrics
- ◇ General Paediatrics
- ◇ Healthy lifestyle (weight loss, diet, etc)
- ◇ Sexual health and contraception services
- ◇ Quit smoking support
- ◇ Diabetes care
- ◇ Travel clinic
- ◇ and more



- **Appointments**

- With the GPs*

- Appointments of 15 minutes are allocated to each patient. If you think your appointment might take longer, please request a longer appointment time.

- With the Specialists*

- A referral letter from your GP is required. Simply send your referral to our centre, and our friendly staff will contact you for an appointment.

- With the Physiotherapist & Psychologist*

- No referral letter is required. Private health insurance rebates are available. Care plans from your GP are accepted.

- At times, we experience delays beyond our control. If this will be a problem for you, please see reception for suggested options. Alternatively, call prior to your appointment and we will advise you of any delays.

- **Well Women's Health Check**

- A great opportunity is available for women of all ages for a comprehensive women's health check tailored to your needs. It can include cervical screening tests, menopause, breast health, bone health, cardiovascular screening, and much more. *(If you are aged between 45 and 49 years, you could be entitled to a bulk billed health assessment. Please call to discuss.)*

- **Home visits**

- The GPs may do home visits for patients who are unable to attend the centre. Please call the centre to ask for more information about this service.

- **Results**

- The centre will let you know when your test results are available and will make an appointment for you, if necessary, to discuss the results with your doctor. Reception staff are not able to pass on clinical test results and are authorized only to pass on your doctor's comments

- **Prescriptions**

- Prescriptions may be written without an appointment if you have seen the doctor recently and have previously been prescribed the medication. A fee of \$10.00 may be charged.



- **Recalls and reminders**

- The centre uses a computerised system to send helpful recalls and reminders via SMS or mail to patients about suggested follow-up tests and visits. If you do not wish to participate in this recall and reminder system, please advise your doctor or the receptionist.

- **Consultation fees**

- Fees are based on the length and/or reason for the consultation. This centre does not routinely bulk bill. However, if you are seeing one of our GPs, we offer a \$15 discount for Pensioners and Health Care Card holders. Patients are asked to pay for their visit in full on the day of the appointment.

- EFTPOS facilities are available and Medicare claims can be submitted on your behalf at the centre. Any rebate, if applicable, will be reimbursed to you directly from Medicare. Cheques are not accepted.

- For more information about costs, please call to discuss with the receptionist.

- If a referral to a specialist is required, there may be out of pocket expenses associated with specialist consultations.

- **Immunisations**

- Our Nurses and GPs provide a comprehensive immunisation service. We stock the complete range of government funded vaccines which includes childhood immunisations, immunisations for the pregnant couple, influenza, pneumococcal and shingles vaccines. We stock many non-funded vaccines and can provide immunisation advice tailored to your specific needs.

- **Shepparton Travel Clinic**

- Shepparton Travel Clinic is a specialised travel clinic located at the Shepparton Women's Health Centre. If you are travelling overseas or have returned unwell, come and see our Travel Doctor. If travelling overseas, depending on your itinerary plans, we will set out a personalised list of recommendations and advice regarding your travel. On-site we supply and provide vaccinations for you to purchase.