



**General Practitioners**

Dr Olga Ilic  
Dr Cristina Tolentino  
Dr Shiromali (Shiro) Ekanayake  
Dr Jessica Hetherington  
Dr Alba Sanderson

**Breast & General Surgeon**

Dr Ruwangi (Ru) Udayasiri

**Paediatrician**

Dr Herath Wataliyadda

**Gynaecologist**

Dr Margreet Stegeman

**Physiotherapist**

Fiona Wieland

**Psychologist**

Alison Sinclair

**Practice Nurses**

Kathy Cahill  
Nicole Brannigan  
Karen Bond

**Practice Manager**

Josie Ganino

**Assistant Practice Manager**

Alison McConkey

**Receptionists**

Susy Bevilacqua  
Alison Holland  
Penny MacPherson

*Your health practitioner will be responsible for all conduct which is medical and non-medical in relation to these services, and Shepparton Women's Health Centre is acting as an agent and assisting your health practitioner in providing services to you as the patient.*



**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](http://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
- ◇ LGBTQI+ medicine
- ◇ 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
- ◇ Polycystic ovarian syndrome
- ◇ Prolapse issues
- ◇ IUD insertions & removals
- ◇ Fertility services and pre-conceptual 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

- **Repeat Prescriptions / Referrals**

Appointments must be made when requesting a repeat prescription or referral. If you have been seen recently, a telephone appointment may be possible.



- **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, the GPs offer a \$10 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 the GPs at our clinic 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**

The 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 the Travel Doctor. If travelling overseas, depending on your itinerary plans, the Travel Doctor will set out a personalised list of recommendations and advice regarding your travel. The Shepparton Travel Clinic can supply and provide vaccinations for you to purchase.