

Medi7 – Chadstone

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Medi7 Chadstone

Medi7 family medical centres are owned and run by Better Medical. Medi7 centres aim to provide quality patient care at times convenient to both the patient and the doctor in a comfortable, modern environment.

We are fully accredited (AGPAL), offering up-to-date patient care in a relaxed environment. The highly trained GPs are supported by a team of friendly receptionists and experienced nurses who strive to provide punctual and easily accessible appointments that will address your needs and concerns to the highest standard.

The GPs at Medi7 Mooroolbark privately bill, which enables them to remain viable so they can continue to provide high-quality health care to the community.

Services: The GPs practising at our clinic offer a complete range of medical services including general consultations, immunisations, referrals, and more.

Surgery Hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.30am-4.00pm	8.30am-3.00pm	8.30am-7.30pm	8.30am-3.00pm	8.30am-3.00pm	Closed	Closed

Fee Policy: The doctors at **Medi7 Chadstone** privately bill. Doctor consultation fees are payable in full at the time of consultation by cash, EFTPOS, or credit card. Consultation fees are charged depending on a number of factors, including length of consultation and complexity of services provided.

If you have a Medicare Card, Medicare will refund you a proportion of your appointment fee (Medicare rebate), and the remaining amount will be your out-of-pocket cost. Medicare rebates are available for most medical services and can be deposited into your savings or cheque account at the time of payment if you have a savings or cheque card with you. Alternatively, your Medicare rebate will be transmitted directly to Medicare, where the rebate will be reimbursed to your nominated bank.

The doctors bulk bill their patients with a valid Medicare Card who are children 16 years of age and under, or concession and pension (blue card) cardholders.

In addition to consultation fees, a materials fee will be charged for all dressings, materials used in procedures, contraceptives, and certain vaccines. The materials fee applies to all patients (including Medicare or concession cardholders).

Patients with financial difficulties should speak with reception staff prior to an appointment, either in person or via telephone.

GP consultation Fees as of 1 July 2023

Appointment type	Description	Fee	Medicare Rebate	Out of Pocket Cost
Brief Consultation	Attendance less than 6 mins	\$37.00	\$18.85	\$18.15
Standard Consultation	Attendance less than 20mins	\$75.00	\$41.20	\$33.80
Long Consultation	Attendance lasting at least 20mins	\$120.00	\$79.70	\$40.30
Extra Long consultation	40mins +	\$150.00	\$117.40	\$32.60
Telehealth consultation	Attendance less than 20mins	\$75.00	\$41.20	\$33.80

Telehealth consultation eligibility: Not available to new patients. Existing patients who have not been seen in person in the past 12 months will be charged a non-Medicare rebatable fee. Payment is required prior the consultation.

Other Fees:

Workcover	Attendance less than 20mins	\$75.00	NA	
Procedure fee	Minor Procedure	\$100	No	\$100
	Major Procedure	\$150-\$200	No	\$150-\$200
Medicals	Various medical reports	Fees vary depending on requirements.		
Medicals	Driving medical for Taxi	\$110	NA	\$110
Implanon and IUD	Insertions/Removals	Private fees, please enquire within.		
BUPA & Private Health Insurance	We only process Bupa Private Health Insurance. The gap fee, which is not covered, must be paid by patient.	All other Private Health Insurance policies must be paid in full and claimed by the patient. Fees vary according to policy cover.		

Doctors:

- Dr Dimitrios (Jim) Drakopoulos - MBBS
- Dr Henry Konopnicki - MBBS
- Dr Reza Sabry Rayni - MBBS
- Dr Liliapin Efendy - MBBS
- Dr Anthony Wickins - MBBS
- Dr Jennifer Garner - MBBS
- Dr Bianca Perera - MBBS
- Dr Leonard (Leo) Popp - MBBS



Appointments: Please call us to request an appointment for doctor of your choice. Patients with appointments are given priority over non-appointment patients. Emergency patients are always given the highest priority. Online appointments are available through our website www.medi7.com.au

Longer Appointments: Should you require a **longer appointment** i.e., for a medical check-up, medical report, Taxi Licence, Company Medical, Multiple problems, Surgical Procedures etc. please advise reception staff at time of making your appointment.

TIS National - the Transition and Interpreter Service: available for patients from a non - English speaking background.

Home Visits: Home visits can, at the doctor's discretion, be arranged for regular patients living close to the clinic who are acutely ill, immobile, or elderly and have no means of transport. Home visits can only occur where it is deemed to be safe and reasonable – for both the patient and doctor.

Patient Feedback: We aim to deliver a high quality, caring, and family-friendly GP service to the community. We take feedback, complaints, and concerns very seriously. If you have any concerns or suggestions for improvement, please contact our practice in person, via phone or via our [enquiries form](#) on our website. Alternatively, speak with your treating doctor.

We believe problems are best dealt with through our practice and encourage you to contact us if you are concerned about any aspect of our service. We will aim to resolve them quickly and fairly.

We will strive to resolve your concerns, in accordance with our resolution procedure. However, if you would prefer, you can contact the Health and Community Services Complaints Commissioner in Victoria via <https://hcc.vic.gov.au/> or on 1300 582 113.

Privacy: We recognise that your privacy is very important to you and we are committed to protecting your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and in accordance with other applicable privacy laws. Please visit www.bettermedical.com.au/privacy-policy to read our full Privacy Policy.

Cancellation and non-attendance fee: We understand situations may arise where you are unable to attend your scheduled appointment. If this occurs, we respectfully ask you to provide a minimum of 4 hours notice before your appointment by cancelling your appointment via our online booking system or phoning our practice. We will happily reschedule your appointment.

If you cancel within the 4 hours or do not attend your scheduled appointment, a non-attendance fee of \$40.00 will apply. If you have a cancellation fee, it will require payment before you can schedule another appointment.

The doctors want to be available for your needs and the needs of all their patients. When a patient does not attend a scheduled appointment, another patient loses the opportunity to be seen.

Thank you for being a valued patient and for your cooperation with this policy.

