

Patient Information Sheet

Kew City Medical Centre

Practice Contact Details

Address	Shop 1/251 High Street
Phone	03 9853 9000
Fax	03 9853 8000
Email	Info@Kewcmc.com.au
Website	https://kewcmc.com.au/

Hours of Operation

Monday	9AM to 6:00PM
Tuesday	9AM to 5:30PM
Wednesday to Friday	9AM to 5:00PM
Saturday and Sunday	Not Open
Public holiday	Ad Hoc basis, depending on GP availability
Home or other visits	Home visit services are not available. Appointments for visits to retirement villages and aged care facilities may be provided at locations where an appropriate arrangement or agreement is in place, subject to the availability and discretion of the treating General Practitioner.

Practice consultation fees

Fees and Billing Policy from 1ST JULY 2026

General Practitioner Consultation Fees			
Consultation type	Fee	Rebate	Out of pocket
Standard consult Item 23	\$90	\$45.05	\$44.95
Long consult Item 36	\$145	\$87.10	\$57.90
Prolonged Item 44	\$195	\$128.35	\$66.65
Telehealth Item 91891	\$90	\$45.05	\$44.95
Health Care, Pensioner and Commonwealth Seniors Health Card holders	BULK BILLED	N/A	N/A
Children under 16 years old	BULK BILLED	N/A	N/A
GP Chronic Condition Management Plan	BULK BILLED	N/A	N/A

Procedure fees				
Consultation type	First appointment	Procedure fee (2nd appt)	Procedure item rebate	Out of pocket
Implanon insertion	Standard consult	BULK BILLED	\$87.55 Item 14206	\$0
Implanon removal	Standard consult	\$175.75	\$91.75 Item 30062	\$80
Implanon re-insertion	Standard consult	\$259.30	\$91.75+\$87.55 Item 30062+14206	\$80
IUD Insertion (Dr Liang)	Standard consult	\$383.60	\$183.60 Item 36	\$200
Iron infusion	BULK BILLED	\$265	\$87.10 Item 36	\$177.90

Telehealth appointments rebate subject to Medicare. Recalls are BULK BILLED subject to GP's discretion. Public Holidays incurs additional charge.

Public holidays fee charge

General Practitioner Consultation Fees			
Consultation type	Fee	Rebate	Out of pocket
Standard consult Item 5020	\$110	\$58.65	\$51.35
Long consult Item 5040	\$160	\$100.55	\$59.45
Prolonged Item 5060	\$210	\$140.95	\$69.05
Telehealth Item 91891	\$100	\$45.05	\$54.95

Medical Practitioners

Doctor	Special Interest	Languages
Dr Jiaqi (Karen) Liang	Women's health, Chronic disease management, Pediatrics, Diabetes management, Family planning, Obstetric care, IUD/Implanon insertion, Travel medicine, Q Fever Vaccination	Cantonese, English, and Mandarin
Dr Berk Caglar	Child and family health, Sexual and reproductive health, Chronic disease management, Iron Infusions, General Family Medicine, Skin health General medicine, Childhood immunisations, Chronic pain, Chronic Illness, Minor surgical procedures, Immunisation, Indigenous	English, Russian and Turkish

	health, Preventative health, Minor procedures, Mental health, Q Fever Vaccination	
Dr Diunuge (Dilly) Rajapaksa	Women and Children's health, Mental health, Geriatrics, Women's health, Preventive Care Pediatrics, Immunisation, Travel Medicine	English and Sinhalese

Appointments

Our Medical Centre offers an online booking service through HotDoc, alternatively please phone the practice to book an appointment.

Every effort will be made to accommodate your preferred time and preferred doctor.

We recommend that you schedule a longer appointment for mental health consultations or if you wish to discuss multiple issues or extensive paperwork with your GP.

Interpreter Service

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointments, we can arrange this for you via the Translating and Interpretation Service.

After Hours and Emergencies

If you require after-hours care, please phone DoctorDoctor on (03) 7038 4700 and follow the instructions for the after-hours service. For all emergencies, please attend your local Emergency Department or call 000. Or go to VVED.org.au for a free virtual consultation.

Cancellation Policy

patients are requested to provide adequate and reasonable notice if they are unable to attend their scheduled appointment. Preferably, at least four (4) hours' notice should be provided for cancellations or requests to reschedule an appointment.

A late cancellation or non-attendance fee may apply where insufficient notice is provided, or the patient fails to attend their appointment. Any applicable fee must be paid prior to the patient's next consultation.

Phone and Email

To provide the highest quality and safety of care for our patients, our practitioners prefer to see patients to discuss their healthcare. Phone and email messages will be passed on to your practitioner where appropriate. If you require a referral or a script, you will need to make an appointment to discuss with the GP as we do not issue via email requests. We will request a 3-point ID check to verify your identity before we process any requests.

Results

Patients are required to make an appointment with a General Practitioner to discuss and receive their test results. This ensures that the results can be appropriately interpreted and any necessary follow-up or treatment can be provided.

For privacy and confidentiality purposes, patients will be required to confirm their full name, address and date of birth before test results or health information can be released.

Test results will only be released directly to the patient, the patient's legally authorised guardian or an individual holding a valid medical power of attorney. We are unable to release test results or health information to family members or other third parties without appropriate consent or legal authority.

Patients may also access their health information and test results through My Health Record, where available.

Where a patient requests the release of test results without a consultation, the practice may require the patient to provide written consent acknowledging that the results have been released without a consultation with the treating GP. Patients are encouraged to discuss their results with their GP to ensure that the results are properly interpreted and that appropriate follow-up care is provided.

Reminder System

Our practice is committed to promoting preventative healthcare and supporting the ongoing health and wellbeing of our patients. From time to time, we may send you reminder notices regarding preventative health services that may be appropriate for your individual healthcare needs. These reminders may include recommendations for health assessments, screening, immunisations, or other preventative care.

If you do not wish to participate in our preventative health reminder system, please notify the clinic team by email. For privacy and security purposes, you will be required to provide three (3) patient identification details to verify your identity, such as: Full name, Date of birth, Residential address, Medicare number. Please provide any three of the required details when requesting to opt out of the reminder system.

Patient Health Information

If you wish to transfer your health record to our clinic from another clinic, please complete the Transfer of Medical Records form. Fees may be charged by the other clinic.

If you wish to transfer your record from this clinic to another clinic, please ask the new clinic/provider to arrange for this to occur. This may incur a small administration fee payable by you. Please speak to reception if you have any questions or concerns.

Patients who wish to obtain access to their medical records or health information may make a formal request in accordance with applicable privacy and health information legislation, including the Freedom of Information Act 1982 (Cth) where applicable. Requests for access may be subject to the relevant legal requirements, exemptions and procedures.

Patient Feedback

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly. We have a compliant resolution process and roles and responsibilities assigned to ensure complaints are resolved and our service improves. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial.

To lodge a complaint with the HCC: Fill out a complaint form online at www.hcc.vic.gov.au or phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

Medical and Nursing Students

Our practice proudly supports the next generation of medical students from University of Melbourne, as well as nursing students from various RN and EN Victorian Programs.

Signage is placed in the waiting area when we have medical and nursing students in the medical centers, and consent is always requested. Please let reception or your practitioner know if you do not wish to participate in a student consultation.