



Practice Information Sheet

Practice background

Vital Dental and Medical Centre – Millers Road is a fully computerised practice established in December 2023 in the heart of Altona North. This area belongs to the culturally diverse Hobsons Bay area.

Our clinic has 3 generously sized consulting rooms, a fully equipped treatment room, dedicated pathology area, 3 dental rooms, and a large Reception & Administration area.

Our clinic offers a wide range of health services including women's health, wound care, skin checks, immunisations, health assessments and more.

Our practice profile

Name of practice	Vital Dental and Medical Centre
Street address	133 Millers Road, Altona North 3025
Postal address	Same as above
In-hours telephone	(03) 9123 4264
After-hours telephone	134000 (Hello Home Doctor Service)
Email address	info@vitaldentalandmedical.com.au
Web address	https://vitaldentalandmedical.com.au/

Our practice team

Medical	
General Practitioner	Dr Sunil Bhojwani
Nursing	
Registered Nurse	Aman Kalsi
Administration	
CEO	Vaneeta Bhojwani
Practice Manager	Jacob Morris
Receptionist	Maddison Auld

GP services

In addition to general medical consultations, our practice offers the following services:

Men's Health	Women's Health
Skin Checks	Wound Ware
Family planning	Travel Medicines
Vaccinations	Mental Health
Minor Skin Biopsies	Ear Syringing
Chronic Disease Management	Cryotherapy

GP hours

Monday	9:00 am to 5:30 pm
Tuesday	9:00 am to 5:30 pm
Wednesday	9:00 am to 5:30 pm
Thursday	9:00 am to 1:00 pm
Friday	9:00 am to 5:30 pm
Saturday	9:00 am to 1:00 pm
Sunday	9:00 am to 2:00 pm
Public Holidays	CLOSED
Home or other visits	Hello Home Doctor (PH: 134000)

GP Consultation Fees

We provide **Bulk-Bill** to the patients with valid Medicare care on general consultation

Privately Billed Consultations	Fee
Ear Syringing	\$50
Cryotherapy	\$50
Skin Biopsy	\$50 to \$100
Skin Check	\$50

For more information, please approach the Reception Staff.

After Hour Care

We have partnership with **Hello Home Doctor** for after hour care.

This Service is available from 6:00pm – 8:00am

Phone: 13400

Management of your health information

Your personal information may be stored in various forms initially, (depending on how we receive the information i.e. New Patient Forms, Health Summaries, etc.) Eventually, all records are stored digitally on our local server that is only accessible through the practices on-site password protected computers via our practice management software (Best Practice). All staff have their own unique username and password for using this software. All information is also backed-up onto protected local storage device.

A copy of our privacy policy is available on request from the reception or on our website.

Communication and Telephone Policy

Our phone lines are available during our operational hours to get in contact with our reception staff to answer any enquiries. Voicemails may also be left for staff to follow up on.

Our email is available for enquiries 24/7 and is monitored during our operational hours. We strive to respond to e-mails within 7 business days.

Any private and confidential information that is exchanged via email is sent with a unique PIN relevant to the patient. It is recommended to discuss confidential information in person with the Doctor.

Results

An SMS is sent once results are available at the clinic for patients.

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered the test. If any results are abnormal and/or require urgent attention we will contact you via SMS or a phone call.

Recall or Reminder System

Our practice uses SMS/Calls, emails and HotDoc for result recalls, appointment reminder as well as other type health reminders, eg immunisations, cervical cancer screening test.etc

Patient Feedback and Complain

We treat patient's feedback and complain seriously at Vital Dental and Medical Centre.

Patients and others have opportunities to register their complaints either verbally or in writing (letter/email). Patients or others can complain anonymously if desired. Feedback can be provided through different sources such as Health Engine, Google Reviews, Complaint Register located at reception.

If you have any further questions, please discuss with the reception staff, the doctor or the Practice Manager.