

Allegiance Medical

Practice Profile



Allegiance Medical pledges our Allegiance to deliver quality primary medical care – accessible to all.

Allegiance Medical

1/367A Centre Road, Bentleigh VIC 3204

Ph: 03 8525 1480 Fax: 03 9557 0988

Website: www.allegiancemedical.com.au

Surgery Hours

Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 4.30pm
Saturday	9.00am – 2.00pm
Sunday	9.00am – 5.00pm

ALLEGIANCE MEDICAL IS CLOSED ON PUBLIC HOLIDAYS.

After Hours & Emergencies

For emergencies telephone 000 or contact the nearest emergency department at Sandringham Hospital on 9076 1000 or 9076 1472.

Home visiting doctor services such as National Home Doctors Service 13SICK (13 74 25) are available for afterhours appointments.

If you are too unwell to visit the clinic during business hours, we offer telehealth (video) and telephone consults.

Mission Statement

At Allegiance Medical, we pride ourselves in providing quality medical care that is accessible to all. We strive to perform at a level that provides exceptional and quality service and, create an environment that is welcoming and inclusive.

Doctors providing medical services:

Dr. Alisha Selleck

MBBS

FRACGP

ABN :52254566194



Dr. Alisha Selleck is the principle of the practice. She has worked in emergency Medicine in LaTrobe Regional Hospital, The Alfred and Sandringham Hospital as well as in Aged Care and Rehabilitation in Caulfield General Medical Centre before embarking on her career as a general practitioner in 2005. She has particular interest in women's health, sexual health. She has training from Sexual Health Victoria and Melbourne Royal Women's Hospital for Implanon and IUD insertions and removals.

Dr. Keating Vuong

MBBS(Hons)

FRACGP

BPharm

ABN :13811573924



Dr. Keating Vuong is originally from Brisbane where he obtained his medical degree at the University of Queensland. He has since done his residency at the Royal Brisbane and Women's Hospital, Lady Cilento Children's Hospital and Redcliffe Hospital.

Dr. Keating Vuong then finished his GP training in Cairns. He has been working as a GP in Cairns for the past 4 years. He has special interests including Minor Skin Cancer Surgery, Mental Health and Paediatrics. He can perform Implanon Insertions and Skin Cancer Checks. Dr. Keating Vuong enjoys teaching medical students and nursing students. In his spare time, he enjoys Bushwalking, gaming, and swing dancing.

Dr Shiju Mammen

MBBS, Diploma of Child health (DCH)

FRACGP

BSCI

Graduate Diploma of Reproductive Sciences (GRS)

ABN :73218164872



After completing her medical degree at University of Notre Dame Sydney in 2015, Dr Shiju Mammen undertook hospital training at Monash Medical Centre and after which she worked in general practice across rural Victoria in Swan Hill and Woodend. She has completed a Graduate Diploma of Reproductive Sciences and a Diploma in Child Health as they are areas of interest but believes she is a generalist.

Shiju has a whole mind, body and soul approach to medicine and believes that health and wellness can be achieved with some thought and care. She has completed a Graduate Diploma of Reproductive Sciences and a Diploma in Child Health as they are areas of interest but believes she is a generalist.

Shiju enjoys travelling, cooking, eating good food, spending time with her husband and her daughters, keeping fit, updating her Insta and so much more!

Dr. Arief Farid

MBBS, FRACGP

ABN :70347008038

Dr. Arief Farid completed his medical degree at Monash University in 2008. He worked mainly at the Canberra Hospital, and in the Gippsland region for further training. He enjoys talking about health and appreciates all aspects of general practice.

Dr. Arief Farid speaks English and Malay.

Dr. Jeffrey Andrew Setiadarma

MBBS

FRACGP

FRNCGP

CERTIFICATE OF PROFICIENCY IN APPLIED NUTRITION AND EXERCISE SCIENCE

ABN: 81976183558

Dr. Jeffrey Setiadarma is originally from New Zealand where he completed his medical degree at the University of Auckland before pursuing a career in General Practice. He obtained Fellowship of the Royal New Zealand of General Practitioners in 2020 before moving to Australia and obtaining his Fellowship of the Royal Australian College of General Practitioners in 2023.

He enjoys all aspects of medicine and has special interests in skin cancer, minor surgery, preventative medicine, and men's health.

Outside of work, he enjoys keeping active by going on long runs and spending time with his family.

Dr. Eleanora Freeman

MBBS

FRACGP

ABN: 47670990731



Experienced and attentive doctor, who has worked for over 30 years in general practice.

She has interests in women's health, children's health, and chronic disease management, working with patients to improve their health outcomes.

Appointments:

At Allegiance Medical, appointments are required to maximize efficiency and workflow of the practice. Appointments are necessary to ensure you see your preferred doctor without the long wait times that can be experienced at walk in clinics. An appointment with a doctor is needed if you are:

- Wanting to receive your results e.g., blood test results, radiology reports etc.
- Requiring a new or repeated prescription alternatively you can book a “quick consult” thorough Hot Doc online booking system and request a script.
- Needing a referral e.g., specialist, allied health etc.

Each consultation type requires different length in appointments

- Standard consultation- 15 minutes
- Long consultation -30 minutes
- Prolonged consultation -minimum 40 minutes

Billing and payment

- The doctors consulting at Allegiance Medical, choose to do mixed billing for their patients. Billing is at your doctor's discretion. They bulk bill consultations from Monday to Friday for children under the age of 16 and people who have a pension or Health Concession Card. Private fees apply on Saturday and Sunday to everyone including pensioners and HCC holders. Other services such as wound care, surgical procedures, and ear microsuction wax removal incur a private fee for all patients.
- Please note that the cost of pathology tests, vaccines, and any other third-party costs are not included in your appointment fee.
- If you're eligible to receive a Medicare rebate, we'll ask you to pay the full amount on the day and process your refund via Medicare Online - the rebate will be in your bank account within 24 hours.
- The doctors' fees are based on length of time taken or plans that may be required. They are not based on the length of time you book.
- Telehealth consultations are available to all patients. Telehealth consults will be privately billed as per the doctors' normal fees. Patients are only eligible for a Medicare rebate if they have seen a doctor face to face at Allegiance Medical in the previous 12 months.
- Payment is required at the time of the consultation.
- Cancellation Policy: For appointments not kept or cancelled with less than 2 hours' notice a fee of \$40 charged by your doctor. This is not rebateable by Medicare.
- If your consultation exceeds your appointed time, increase in consultation fee may occur.
- Surgical procedures and ear microsuction, iron infusions, Implanon and IUD procedures attract private fee for everyone from Monday to Sunday.

Fee schedules:

Consultation Type	Fee	Medicare Rebate	Out Of Pocket
Standard Consultation	\$97.85	\$43.90	\$53.95
Standard Phone Consultation	\$97.85	\$43.90	\$53.95
Long Consultation	\$152.90	\$84.90	\$68
Prolonged Consultation	\$212.15	\$125.15	\$87

Allegiance Medical Services

Doctors practicing at Allegiance Medical offer an extensive list of services to their patients. They are committed to providing a high standard of primary health care that is accessible to all members of the diverse community.

Below are the services we offer:

- Women, Men and Children's Health
- Chronic Disease Management
- Childhood Vaccinations
- Travel vaccinations
- Skin Check
- Ear microsuction
- Mental Health
- Health assessments
- Sexual & Reproductive Health
- STI screening, cervical screening
- Iron Infusions
- Wound care
- Contraception Implants
- Implanon and MIRENA insertions and removals
- Allied Health i.e., Auditory & Podiatry services available at our Practice
- Pathology services
- Workcover/TAC

Allied Health Services

At Allegiance Medical, the following external Allied Health Members are available for our patients:

- Audiology - Bloom Hearing Services – 03 9069 9470

Pathology Services

For your convenience, we offer onsite pathology services provided by 4Cyte Pathology.

Opening hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 – 2.00	9.00 – 2.00	9.00 – 2.00	9.00 – 2.00	9.00 – 2.00	Closed	9.00 – 2.00

Urgent Medical Issues

All Allegiance Medical staff are trained in the appropriate triage process of patients. The first available doctor or nurse will assess and treat urgent medical issues promptly. In case of emergency, Allegiance Medical has the legal obligation of contacting emergency services if required.

Translating and Interpreting Service

If you would like to speak in a language other than English, call Allegiance Medical and request an interpreting service in the language you wish to speak in so we can arrange this for your consultation. Allegiance Medical uses TIS National (Translating and Interpreter Services). Please let our friendly reception know if you require these services in advance, so we can book on your behalf.

National Relay Service

If you have difficulty hearing or speaking to people who use a phone ,you can contact us through the National Relay Service (NSR).

Follow the steps :

- 1- Select your preferred NRS access point.
- 2- Provide 03 8525 1480 as the number you need to phone.

Recalls / Reminders / Test Results

Allegiance Medical uses a recall and reminders system to inform patients they are required to have an appointment with one of our doctors or nurses.

There are a few reasons you may receive a recall; some include:

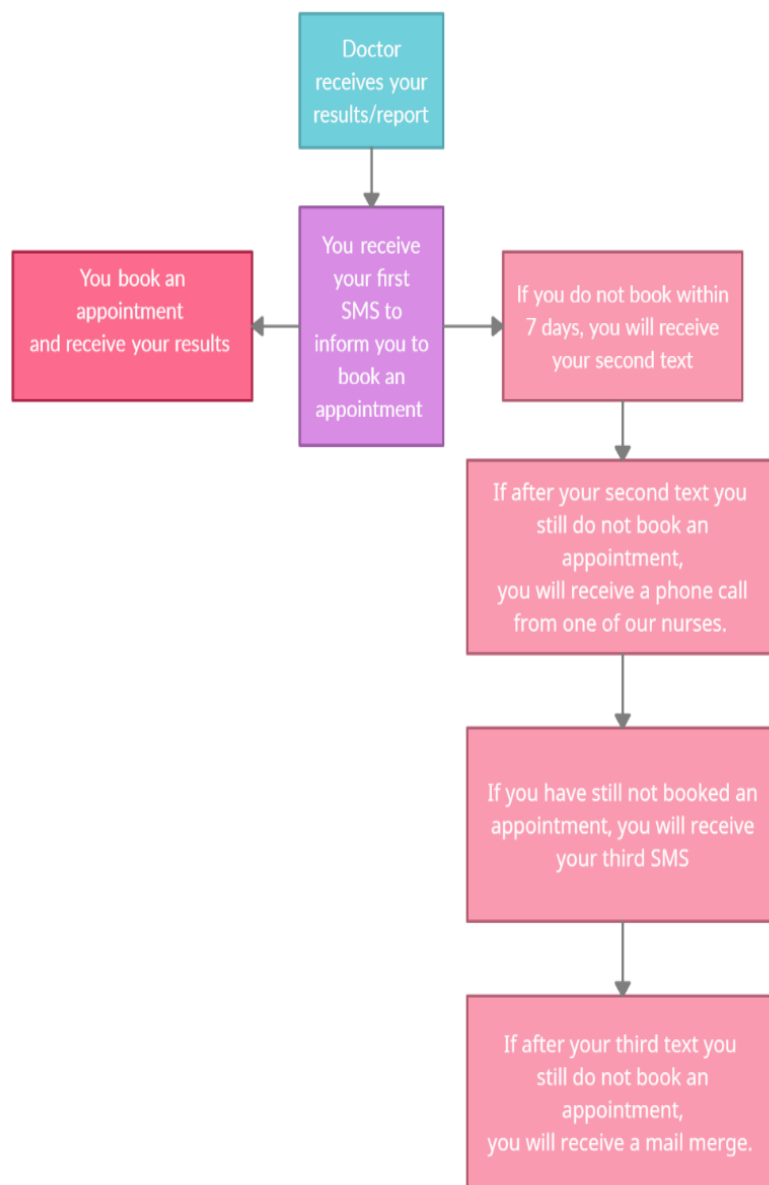
- Test results are ready to be given.
- If you require further testing.
- Reminder to come for preventative health measures e.g., immunizations, health checks and screenings.

Checking the test results of your tests is a priority task for us. The test results are checked and actioned by doctors as they are downloaded into our system by pathology and radiology companies. If there is an abnormal result you will be advised to make an urgent or non-urgent appointment according to the priority of your results. If a result requires urgent action, the doctor or the nurse will make an immediate telephone contact with you to make an urgent appointment with the doctor.

Please note, it is a strict policy of Allegiance Medical that the results or their availability are not to be discussed over the phone or results of the tests are not to be provided to you as an electronic or printed copy without being discussed with the doctor. Should you wish to discuss your results please book an appointment with your doctor.

It is patients' responsibility to source the results of the investigations ordered by doctors from other practices or specialists. If you have copies of medical reports or investigation results from other doctors and if you are expecting to discuss them with doctors at Allegiance Medical, you can email them to us noreplypd@allegiancemedical.com.au 24 hours prior to your appointment with your doctor.

An example of our recall system process is as follows:



Feedback and complaints

You can contact us on 03 85241480 or send us an email on admin.manager@allegiancemedical.com.au for your feedback and complaints.

We take your complaints and concerns seriously. We will then attempt to resolve them in accordance with the resolution procedure. If you do not feel we have resolved your issue You can contact Health Complaints Commissioner.

Ph: 1300 582 113
Level 13, 2 Lonsdale Street
Melbourne, Victoria 3000