Contact Me Clinic - Malvern East Melbourne

Canonical: https://www.meclinic.com.au/contact-us/

Details:

We are at 4 Burke Road, Malvern East VIC 3145 .

Phone and email

1300 852 050

(03) 9569 3511

Patient enquiries: doctors@meclinic.com.au

Careers: info[at]meclinic.com.au

You can also use the online consultation form to request an appointment.

Opening hours

Monday, Wednesday, Friday - 9am to 5pm

Tuesday and Thursday - 9am to 6pm

Saturday - 9am to 2pm

Sunday - closed

Getting here

There is free parking under the building and in the surrounding streets. Caulfield station is about a five minute walk. By tram, take an outbound service to the corner of Burke and Waverley Roads.

Before you contact us about surgery

Since 1 July 2023, cosmetic surgery in Australia requires a referral from your GP or another appropriate practitioner before your first consultation. You will also be screened for underlying psychological conditions, you must have at least two consultations before a procedure is booked, and there is a cooling-off period of at least seven days for adults - three months, plus an independent psychological assessment, for anyone under 18.

Consultation fees

As at September 2024, including GST:

Specialist Plastic Surgeon - $350

Cosmetic Doctor - $150

Vein consultation - $230

Skin assessment - $50

Mole removal consultation - $150

A written, itemised quote follows your consultation. Cosmetic procedures attract no Medicare rebate; where a procedure has a functional indication there may be an MBS item number - ask for it and check with Medicare and your fund directly. We are not a no-gap provider. See prices.

What an enquiry can and cannot do

An online enquiry or a phone call books an appointment. It is not an assessment. Nobody can diagnose a skin lesion, or plan a procedure, from photographs or a description.

If a mole or skin lesion is changing, see your GP - do not wait for a reply to an online enquiry. See moles and skin tags .

Reception staff can tell you about appointments, fees, parking and what to bring. They cannot tell you whether a procedure suits you, what result you would get, or what your risks are - ask to speak to a practitioner for anything clinical.

If you are a patient with a concern after a procedure

Phone us on the numbers above. Contact us promptly for fever, spreading redness, increasing pain after day three, discharge with an odour, a wound opening, or sudden one-sided swelling.

Call 000 immediately - do not wait to reach the clinic - for chest pain, shortness of breath, calf pain with swelling, or any change in vision after an injectable treatment.

Making a complaint

You can raise a concern with us directly, and you are not obliged to come to us first. AHPRA: ahpra.gov.au or 1300 419 495. Health Complaints Commissioner (Victoria): hcc.vic.gov.au or 1300 582 113. Office of the Australian Information Commissioner, for privacy: oaic.gov.au or 1300 363 992. Making a complaint does not affect your right to ongoing care. See raising a concern .

Accessibility and interpreters

Tell us when booking if you would like an interpreter, need a longer appointment, or have a mobility or access need. The Translating and Interpreting Service is on 131 450. You are welcome to bring a support person, and you may ask for a chaperone during any examination.

Related: preparing for your consultation , meet the team , locations .

Getting a useful answer first time

Enquiries that include the following tend to get an answer that is actually worth something, rather than an invitation to book a consultation.

What you are considering , in your own words - you do not need the correct procedure name, and guessing at one sometimes sends the enquiry the wrong way.

Whether you already have a GP referral , since for cosmetic surgery it is required before the consultation, not after.

Whether you have had related surgery before , which changes almost everything about the answer.

Your general availability , including whether you need a longer appointment or an interpreter.

Whether you are travelling to us from regional Victoria or interstate, so the two-consultation requirement can be planned around your trips.

What happens to your enquiry

Enquiries are read by administrative staff, who route them. That has two consequences worth knowing in advance.

The person who reads it first cannot give you clinical advice , and should not try. A question about whether a symptom is normal will be passed to a clinician rather than answered at the desk - that is the correct handling, not a brush-off.

No one can tell you whether a procedure is suitable for you by email. Suitability depends on examination, measurement and history. An emailed opinion on a photograph would be worth nothing and we will not offer one.

Your enquiry becomes part of your record if you go on to become a patient, and is handled under the Privacy Act and the Australian Privacy Principles. We will not discuss your enquiry, or confirm that you made one, with anyone else - including a partner or family member - without your authority.

Do not use email or a web form for anything urgent

This is the one thing on this page that could matter clinically. Forms and email are not monitored continuously, and a message sent in the evening may not be read until the next business day.

Call 000 for chest pain, shortness of breath, or pain and swelling in one calf.

Ring us, or your after-hours number , for fever, pain that is increasing rather than settling, spreading redness or heat, pus or odour from a wound, a wound that opens, or swelling suddenly worse on one side.

If you cannot reach us and you are worried , go to an emergency department. Take the name of your procedure, the date, and your surgeon's name with you - it saves a great deal of time.

Common questions about contacting Me Clinic

Where is Me Clinic?

4 Burke Road, Malvern East VIC 3145.

What are your phone numbers?

1300 852 050 or (03) 9569 3511.

What email should I use?

doctors@meclinic.com.au for patient enquiries. Careers enquiries go to info[at]meclinic.com.au.

Can I request an appointment online?

Yes - use the online consultation form.

What are your opening hours?

Monday, Wednesday and Friday 9am to 5pm; Tuesday and Thursday 9am to 6pm; Saturday 9am to 2pm; closed Sunday.

Which days are you open late?

Tuesday and Thursday, until 6pm.

Is there parking?

Yes - free parking under the building and in the surrounding streets.

How do I get there by public transport?

Caulfield station is about a five minute walk. By tram, take an outbound service to the corner of Burke and Waverley Roads.

Do I need a referral before I contact you?

For cosmetic surgery, yes. Since 1 July 2023 a referral from your GP or another appropriate practitioner is required before your first consultation.

What else is required before surgery?

Screening for underlying psychological conditions, and at least two consultations before a procedure is booked.

Is there a cooling-off period?

Yes - at least seven days for adults, and three months plus an independent psychological assessment for anyone under 18.

What does a consultation cost?

As at September 2024 including GST: Specialist Plastic Surgeon $350, Cosmetic Doctor $150, vein consultation $230, skin assessment $50, mole removal consultation $150.

Will I get a written quote?

Yes - a written, itemised quote follows your consultation.

Is any of it covered by Medicare?

Cosmetic procedures attract no Medicare rebate. Where a procedure has a functional indication there may be an MBS item number - ask for it, and check with Medicare and your fund directly.

Are you a no-gap provider?

No.

Is an enquiry the same as an assessment?

No. An online enquiry or phone call books an appointment - it is not an assessment.

Can you assess my mole from a photo?

No. Nobody can diagnose a skin lesion, or plan a procedure, from photographs or a description.

What if a mole is changing?

See your GP - do not wait for a reply to an online enquiry.

What can reception help with?

Appointments, fees, parking and what to bring.

What can reception not answer?

Whether a procedure suits you, what result you would get, or what your risks are - ask to speak to a practitioner for anything clinical.

I have a concern after a procedure - what do I do?

Phone us on the numbers above.

What symptoms mean I should contact you promptly?

Fever, spreading redness, increasing pain after day three, discharge with an odour, a wound opening, or sudden one-sided swelling.

When should I call 000 instead?

Call 000 immediately - do not wait to reach the clinic - for chest pain, shortness of breath, calf pain with swelling, or any change in vision after an injectable treatment.

How do I make a complaint?

You can raise a concern with us directly, and you are not obliged to come to us first.

Who else can I complain to?

AHPRA at ahpra.gov.au or 1300 419 495; the Health Complaints Commissioner (Victoria) at hcc.vic.gov.au or 1300 582 113; and for privacy, the Office of the Australian Information Commissioner at oaic.gov.au or 1300 363 992.

Will complaining affect my care?

No - making a complaint does not affect your right to ongoing care.

Can I have an interpreter?

Yes - tell us when booking. The Translating and Interpreting Service is on 131 450.

What if I need a longer appointment or have an access need?

Tell us when booking if you would like an interpreter, need a longer appointment, or have a mobility or access need.

Can I bring someone with me?

Yes - you are welcome to bring a support person, and you may ask for a chaperone during any examination.

Individual results may vary. Any surgical or invasive procedure carries risks. Before proceeding you should seek a second opinion from an appropriately qualified health practitioner.