

## Fees and Billing Arrangements:

The GP service is bulk billed for every patient who holds a current medicare card. We also accept DVA, TAC, Workcover and Medical paperwork/applications/documents. Please see our fee schedule at the GP reception for these if required.

**Bulk Billing**

## We value your feedback.

We value and encourage feedback to improve the quality of our services. You can make suggestions, give us compliments or make a complaint anonymously. There is a feedback box in our waiting room. Alternatively, you can contact the Health Commissioner Complaints body at <https://hcc.vic.gov.au/contact>

## Management of Patient Health Information:

To ensure the safety and management of all patient information, our practice uses a verification policy. All health information that is requested/transferred to another clinic or agency is verified and approved by our Privacy Officer where a signature will be crossed matched to verify the authenticity of the request. All results and correspondence are scanned and imported to the doctors holding file for them to view and action on a daily basis.



## WYNDHAM VALE GP SUPER CLINIC:

510 Ballan Road, Wyndham Vale 3024

Phone: 9216 7999

### Opening Hours:

**Monday** 9am-8pm

**Tuesday** 9am-5pm

**Wednesday** 9am-5pm

**Thursday** 9am-8pm

**Friday** 9am-5pm

**Saturday** 9am-5pm

Appointments can be made from **8:30am** by calling the clinic or alternatively you can make an online booking via [www.ipchealth.com.au](http://www.ipchealth.com.au) and then click on appointments

### After Hours and Emergency Care:

For an after hours GP visit, please contact National Home Doctor Service on **13 74 25**. All visits are bulk billed and a clinical report is sent to your GP the following day to keep them updated. For Emergency Care please call for an ambulance by dialing **000**.



*IPC Health acknowledges the support of the Victorian Government.*



## Medical Services

### Wyndham Vale



**Bulk Billing**

**At Wyndham Vale GP Super Clinic**  
we offer services around General Medical  
and Chronic Care Health.

We pride ourselves on delivering the  
utmost care to our patients.

The clinic is a registered provider for  
Closing the Gap program.



Dr. Mike Yew (L) and Dr. Sunny Chana (R)

### **Support Staff at the Clinic:**

The GP Clinic has a Practice Nurse  
at all times. We offer a Women's  
Health nurse service to assist in  
Cervical screening fortnightly.

### **Services we offer:**

- Chronic Care Health – including Care Plans
- Mental Health Care Plans
- Health Screening
- Refugee Health Care
- Immunisations / Vaccinations
- Wound Management
- Ear Syringing
- Cervical Screening
- Suturing
- Pathology tests
- Medical termination
- HIV prescribing
- PREP prescribing
- Access to a Diabetes Nurse Educator
- Provide GP and Practice Nurse Home Visits (subject to eligibility)
- Longer consultations available on request

### **Communication / Telephone Policy:**

Admin staff will pass on any messages  
to your GP, and the GP will try to return  
telephone calls when there is time. If your  
call is urgent, the nurse on duty will advise  
on the appropriate course of action.

### **Test Results:**

Once we have received your test  
results, our practice will contact you to  
make an appointment with the GP. Any  
results that are marked urgent by the  
GP will be followed up as a priority. If  
we are unable to contact you by phone,  
an SMS will be sent to your mobile  
or a letter will be mailed to make an  
appointment with the GP. Results will  
not be provided over the phone.

### **Reminder System:**

The GP Clinic routinely recall clients  
due for Pap Smears and immunisations  
by sending a reminder SMS or a letter.  
If you would prefer not to receive a  
reminder SMS or letter, please let your  
doctor know.

### **Can I have an interpreter?**

Yes. Ask if you need an interpreter.  
Interpreters are free.

