

# Fees and Billing Arrangements

The GP service is bulk billed for every patient who holds a current medicare card.

**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 or an electronic feedback system. Alternatively, you can contact the Health Commissioner Complaints body at <https://hcc.vic.gov.au/contact>



### Management of Patient Health Information:

IPC Health maintains privacy & confidentiality of your health information at all times. Information will not be shared with a third party unless written consent is provided. You may request to receive our privacy policy at any time. 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 only 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.

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

**Deer Park**  
106 Station Road  
Deer Park VIC 3023  
**Phone:** 9219 7142

### Opening Hours

**Monday:** 8:30am - 7:30pm  
**Tuesday:** 8:30am - 5:30pm  
**Wednesday:** 8:30am - 5:30pm  
**Thursday:** 8:30am - 5:30pm  
**Friday:** 8:30am - 5:30pm  
**Saturday:** 9:00am - 11:00am

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 clicking on Appointments.

### After Hours and Emergency Care:

For Emergency Care please call for an Ambulance by calling **000**.  
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.

[ipchealth.com.au](http://ipchealth.com.au)  
[facebook.com/IPCHealth/](https://facebook.com/IPCHealth/)

# Medical Services Deer Park

**Bulk Billing**



At Deer Park GP Clinic we offer services around general medical conditions and chronic health care needs.

We pride ourselves on delivering the utmost care to our patients in a welcoming and inclusive environment.

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



## 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 and a cervical screening qualified practice nurse available 5 days a week.

## Services we offer:

- Chronic Disease Management and Preventative Health - including care plans and health assessments
- Mental Health Care Plans
- Health Screening
- Refugee Health Care
- Immunisations / Vaccinations
- Minor surgical procedures - including suturing, skin cancer removal, biopsies, ingrown toenail removal
- Wound Management - including complex and chronic wounds
- Ear Syringing
- Cervical Screening
- Suturing
- Pathology tests
- Access to a Diabetes Nurse Educator
- Provide GP and Practice Nurse Home Visits (subject to eligibility)
- Skin checks
- Women's health including implanon insertion and removal
- Cryotherapy
- Coordinated veterans care (DVA)

## Our GP's:

- Dr Platon Vafiadis
- Dr Vesna Pepic
- Dr Daniela Bibovski-Trajkovska
- Dr Michael Oladiran
- Dr Sara Nairn

## 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 sends out reminders to clients ie cervical screening or immunisations by sending a SMS or a reminder 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.

## Contacting your GP:

If you would like to speak to your GP, please call 9219 7142. Your call will be answered by our client services team. If your matter is urgent, your call will be put through to one of our nurses. Otherwise a message will be left for the GP to return your call.