

Fees and billing

The GP service is bulk billed for every person who holds a valid Medicare card.

There may be fees and out of pocket expenses for some consumables, procedures and reports which you will be advised of before your appointment.

A non-attendance fee will be charged for appointments missed without at least 2 hours notice.

Can I have an interpreter?

Yes, interpreters are free. Please let us know when booking an appointment.



IPC Health acknowledges the support of the Victorian Government.

IPC Health

PO Box 171
Deer Park VIC 3023

ACN 136 685 151
ABN 68 846 923 225

Deer Park

106 Station Road
Deer Park 3023

St Albans

1 Andrea Street
St Albans 3021

Sunshine

Level 1, 499 Ballarat Road
Sunshine 3020

Altona Meadows

330 Queen Street
Altona Meadows 3028

Hoppers Crossing

117–129 Warringa Crescent
Hoppers Crossing 3029

Wyndham Vale

510 Ballan Road
Wyndham Vale 3024

1300 472 432

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Medical Services Deer Park



Location and hours

IPC Health Deer Park campus

106 Station Road
Deer Park 3023
Phone: 1300 472 432

Opening hours

Mondays: 8:30am – 7:30pm
Tuesdays to Fridays: 8:30am – 5:30pm
Saturdays: 9 – 11:30am
Sundays: Closed

How do I book an appointment?

Appointments can be made from 8.30am on clinic days by calling 1300 472 432 or you can make an online booking via ipchealth.com.au.

Longer appointments are available if needed.

Emergency care

In an emergency, call 000 for an ambulance.

All walk ins are triaged by our practice nurse.

After hours

For an after hours GP visit, contact the National Home Doctor Service on 13 74 25.

All visits are bulk billed and a clinical report is sent to your GP the next day to keep them updated.

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

We pride ourselves on delivering the highest standard of care to our clients in a welcoming and inclusive environment.

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

We offer the following services:

- chronic disease management and preventative health including care plans and health assessments
- referral to My Aged Care
- mental health care plans
- health screening
- refugee health care
- childhood, adult and travel immunisations; all nurses are qualified nurse immunisers
- triaging by our highly qualified nurses
- minor surgical procedures such as suturing, skin cancer removal, biopsies, ingrown toenail removal
- wound management including complex and chronic wounds
- ear syringing
- cervical screening
- pathology tests
- access to diabetes educators
- skin checks and education on sun protection



- women's health including Implanon and IUD insertion and removal
- sexual health including STI testing and treatment
- medical terminations of pregnancy
- iron infusions
- cryotherapy
- coordinated veterans' care
- GP home visits (subject to availability)

Clinical staff

GPs at the Deer Park clinic are:

- Dr Platon Vafiadis
- Dr Vesna Pepic
- Dr Daniela Bibovski-Trajkovska
- Dr Julian Cassar
- Dr Tahlia Sugrue
- Dr Anna Watkins

Support staff

The clinic has a practice nurse onsite at all times.

We can also refer to our women's and young people's health nurse service to provide cervical screening.

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 you can complete an online survey with the invitation sent via SMS or email. Alternatively, you can contact the Health Complaints Commissioner at hcc.vic.gov.au/contact.

Your health information

To ensure the safety and management of all client information, our service uses a verification policy.

All health information requested by or transferred to another clinic or agency is verified and approved only by our privacy officer.

All results and correspondence are scanned and imported to the doctor's holding file for regular review.

Test results and communication

We will contact you once we have received your test results to make an appointment with the GP. Results marked urgent by the GP will be followed up as a priority. If we're unable to reach you by phone, we will send an SMS or postal letter to make an appointment with the GP. Results will not be provided over the phone.

If you need to speak to a GP or nurse, a message will be taken and they will return your call as soon as they can. We are unable to communicate with clients through email.

Reminder system

The GP Clinic routinely sends out reminders for appointments (for example, cervical screenings or vaccinations) to clients by SMS or reminder letter.

If you would prefer not to receive a reminder SMS or letter, please let your doctor know.