Deer Park

106 Station Road
Deer Park VIC 3023
Phone: 1300 472 432

Opening Hours
Monday 9am–8pm
Tuesday-Friday, 9am-5:30pm
Saturday 9am-12pm
Closed Sundays

Emergency care

In an emergency, please call **000** for an ambulance.

After hours

For an after hours GP visit, please 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.

Fees and billing arrangements

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

IPC Health acknowledges the support of the Victorian Government.

**IPC Health
Corporate Office**

106 Station Road
Deer Park VIC 3023
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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E ipchealth@ipchealth.com.au

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ipcHealth

Medical Services
Deer Park

Your patient information

To ensure the safety and management of all patient 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.

How do I book an appointment?

Appointments can be made from 8.30am by calling the clinic or alternatively you can make an online booking via **ipchealth.com.au/appointments**

Our services

At 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 service
- allied health with up-to-date equipment
- mental health care plans
- health screening
- refugee health care
- immunisations/vaccinations. Our nurses are 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 a diabetes educator
- skin checks and education on sun protection
- women's health including Implanon insertion and removal
- cryotherapy
- coordinated veterans' care
- audiology (hearing checks)

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 Complaints Commissioner at **hcc.vic.gov.au/contact**

Clinical staff

GPs at the Deer Park Clinic are:

- Dr Platon Vafiadis
- Dr Vesna Pepic
- Dr Daniela Bibovski-Trajkovska
- Dr Jenni Lyne
- Dr Julien Cassar
- Dr Sesha Prasad

Support staff

The clinic has a practice nurse onsite at all times.

We offer a women's health nurse service to assist in cervical screening.

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 for appointments (for example, cervical screenings or vaccinations) to clients by 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, interpreters are free. Please let us know when booking an appointment.