

MAKING APPOINTMENTS

You can make appointment with our doctors by phoning the clinic on 9489 5504.

We run an appointment system but urgent problems will be dealt with promptly. Every effort is made to accommodate your preferred time. Emergencies will always be given priority.

Longer consultation times are available. Please tell the receptionist when you make your appointment. If you or your family members require an interpreter service, please let us know when making the appointment.

TELEPHONING YOUR DOCTOR

You can contact doctors in this practice by telephoning during normal clinic hours. A message will be taken when the doctor concerned is with another patient and the staff would advice the time the doctor will return your call. Emergency calls will be put through immediately to the doctor. Home visits are available for regular patients, whose condition prevents them from attending the surgery.

SURGERY OPENING HOURS

Monday to Friday

**9:00am to 12:30pm
2:30pm to 6:00pm**

Saturday

9:00am to 11:30am

Public Holidays

By Prior Arrangement.

AFTER HOURS

If you need to contact a doctor when the surgery is closed,

Please Call 9429 5677.

This practice provides after hours care for our patients with the aid of an Accredited Medical Deputizing Service.

VICTORIA ROAD MEDICAL CENTRE

PRACTICE INFORMATION FOR PATIENTS



**68 VICTORIA ROAD
NORTHCOTE 3070**

TELEPHONE: 9489 5504

AFTER HOURS:94295677

INTRODUCTION

Dr V.K.Berera MBBS, FAMAS

has 43 years experience as a General Practitioner and also speaks Greek and Hindi. His special interests include family medicine, hypertension, heart disease, children and women's health, sports medicine and diabetes.

Dr. Berera has a fellowship degree in Accupuncture and is vocationally registered.

The practice is committed to preventive care and offers recalls and reminder system for preventive health services appropriate to medical care. If you do not wish to be part of this system, please let us know.

MANAGEMENT OF PATIENT HEALTH INFORMATION

Medical record is a confidential document. Medical records are kept secured as confidential documents and are only available to authorised staff members. Our Privacy Policy is available for more details on our website (www.victoriaroadmedicalcentre.com.au)

THIS PRACTICE HAS A NO SMOKING POLICY

**Practice Staff: Neelam Berera,
Madeline Pantazopoulos,
Stavroula Boussounis,
Shreejana Aryal**

SERVICES PROVIDED

- General Practice for all age groups including Department of Veterans Affairs' patients.
- Routine vaccinations kept in stock for children.
- Minor injuries treatment.
- Removal of skin lesions.
- Cryotherapy (freezing of warts).
- Pap, smears and contraception advice.
- Medical examination for insurance, pre-employment and other reasons such as Centre Link (DSS).
- All cases related to Work Cover, Com Care and Transport Accident Commission injuries.
- Care and Mental Health Plans.

- Occupational Therapist and Dietitian Podiatrist services.

Please feel free to talk to your doctor about any problem you may have about the services we provide.

FEES AND BILLING ARRANGEMENTS

Bulk Billing to Medicare is available to all patients. Please show your Medicare card at the desk on arrival and ensure it is valid. The doctor will advise you of any other costs that may arise from your consultation unless prior arrangements are made.

TEST RESULTS

If you have been sent for a test, please make sure to contact us to make appointment for the result 2-3 days later.

COMPLAINTS / SUGGESTIONS

The practice respects the rights of the patients and their concerns, suggestions and complaints are taken seriously and taken on board for ongoing improvement. Suggestion box is located at the front counter of the surgery. Please feel free to talk to doctor or receptionist if you have any problems or issues.

For Formal Complaints contact: Victorian Health Services Commissioner Tel: 1300 582 113