

📅 MAKING APPOINTMENTS

Booking a Visit

Appointments can be made by phoning the practice on **(03) 9489 5504**. An appointment system is used, but urgent problems are dealt with promptly, and every effort is made to accommodate a preferred time. **Emergencies are always given priority.**

Telephone consultations and longer consultation times are available. Let reception know when booking. If an interpreter is needed, reception can arrange this in advance too.



📞 TELEPHONING THE PRACTICE

Reaching a Doctor

Doctors can be reached by calling during normal clinic hours. If the doctor is with another patient, a message is taken and reception will advise when to expect a call back. Emergency calls are put through to the doctor immediately.

Home visits are available for regular patients whose condition prevents them from attending the practice.

🕒 OPENING HOURS

When to Visit

Monday – Friday

9:00am – 12:30pm · 2:30pm – 6:00pm

Saturday

9:00am – 11:30am

Sunday

Closed

Public Holidays

By prior arrangement.

⚠️ AFTER HOURS

When the Practice is Closed

Call **(03) 9429 5677**. After hours care is provided for our patients with the aid of an Accredited Medical Deputising Service.

If it's urgent, the nearest hospital emergency department can help.

In a medical emergency, always call 000.



Victoria Road Medical Centre

Caring for the Northcote community since 1976.

PATIENT INFORMATION

Practice Information for Patients

Appointments, opening hours, and how to reach a doctor, in one place.



📍 68 Victoria Road, Northcote VIC 3070

📞 (03) 9489 5504 | 📠 (03) 9482 1841

🕒 (03) 9429 5677 (after hours)

🌐 victoriaroadmedicalcentre.com.au



MEET YOUR DOCTOR



Dr V.K. Berera

MB BS, FAMAS

50 years' experience as a General Practitioner. Speaks Greek and Hindi. Holds a fellowship in acupuncture.

Particular Interests

- ✓ Family medicine
- ✓ Hypertension and heart disease
- ✓ Children's health
- ✓ Women's health
- ✓ Sports medicine
- ✓ Diabetes

PRACTICE TEAM

The Team



Neelam Berera
Practice Manager



Shreejana Aryal
Practice Nurse



Paula Katounas
Receptionist



Stavroula Boussounis
Receptionist



Zoe Branidis
Receptionist

SERVICES PROVIDED

Practice Services

- ✓ General practice for all ages, 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 examinations (insurance, pre-employment, Centrelink)
- ✓ WorkCover, Comcare and Transport Accident Commission claims
- ✓ Care Plans and Mental Health Plans
- ✓ Occupational therapy, dietitian and podiatry services

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



PREVENTIVE CARE

The practice is committed to preventive care and offers a recall and reminder system for preventive health services appropriate to medical care. Patients who'd rather not be part of this system just need to let reception know.

MEDICAL RECORDS

Your medical record is a confidential document. Records are kept secure and are only available to authorised staff members. Our Privacy Policy is available on the website.

NO SMOKING POLICY

FEES & BILLING

Bulk billing to Medicare is available to all patients. Please show a valid Medicare card at the desk on arrival. 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 contact us to make an appointment for the results 2–3 days later.

FEEDBACK & COMPLAINTS

The practice respects the rights of its patients. Concerns, suggestions and complaints are taken seriously and used for ongoing improvement. Speak with the doctor or receptionist, or use the suggestion box at the front counter.

Formal complaints: Victorian Health Services Commissioner, 1300 582 113.