

Practice Information Sheet

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service



Comprehensive Health Services for the Gladstone Community

Nhulundu Health Service strives to enhance the quality of life for our Community in a culturally appropriate manner, while respecting privacy and confidentiality at all times. Our priority is to promote better health outcomes for our Aboriginal and Torres Strait Islander community and to reduce the gap in life expectancy in our community.

Address

27-29 Goondoon St, Gladstone

Phone: (07) 4979 0992

Practice Hours

Mon | Tues | Wed | Fri: 8.30am - 5.00pm

Thurs: 9.30am - 5.00 pm

Weekends & public holidays: CLOSED

Emergency – Call 000

For out of hours services please contact Gladstone Hospital on (07) 4976 3200

Zero Tolerance Policy

Nhulundu Health Service has Zero Tolerance for abusive, aggressive or threatening behaviour.

This includes:

- Verbal abuse or yelling
- Threatening language or actions
- Intimidation toward staff or other clients
- Physical aggression

Doctors & Practice Team

We have experienced doctors, both male and female, to meet the needs of the community.

Nurses: Elise, Ann-Maree.

Aboriginal Health Practitioners: Mary, Tracey (ITC)

Medical Reception & ITC: Vyyleah, Breanna

Practice Administrator: Hayley

Clinical Practice Manager: Jenny

Appointments

Please call (07) 4979 0992 to make an appointment. Long consultation appointments are available; please let us know when making your appointment. Script-only appointments are also available under specific criteria. Please let staff know that you require a script-only appointment.

Please note clients are prioritised in this order

1. Emergencies (please let us know)
2. Appointments
3. Walk-In accepted but triaged

Home Visits

Home visits are available for regular clients under special circumstances, whose condition prevents them from attending the clinic. Home visits are only offered in the immediate Gladstone area, with approval from the Clinical Practice Manager and the availability of the Doctor. Please call reception to enquire about an appointment.

Personal contact details

Please see reception staff when you arrive to check your Medicare, concession cards, address and contact details are all up to date. It is important that we have the name and current phone number of your emergency contact person.

Telephone Access

The doctors in the surgery may be contacted during normal clinic hours. If the doctor is with a client, a message will be taken, and you will be advised by the receptionist when it is likely that the doctor or a clinician will return your call. Your call will always be put through to a clinician in an emergency.

Fees

We are a Bulk Billing Clinic. Please bring with you your Medicare Card and any Concession Cards. If you do not hold a Medicare Card, the minimum fee is \$80.00 for a standard consultation. Further fees apply for longer consultations and procedures.



Gladstone Region Aboriginal & Islander Community Controlled Health Service Ltd ACN. 610 044 641
27-29 Goondoon Street, PO Box 5158 Gladstone Q 4680
Phone. **07 4979 0992** | Fax. 07 4979 096
Email. info@nhulundu.com.au nhulundu.com.au

All **Commercial Driver license medicals** and **Private Insurance medical reports** incur a \$150 out of pocket fee. Please advise reception when booking. Payments in cash only.

Reminders & Recalls

To ensure we provide the most supportive care to our clients, this Practice has a reminder and recall system. If a recall is identified, we will try to contact you by SMS asking you to book an appointment. If we are unable to contact you by SMS or phone, we will send a letter asking that you contact the Service to book an appointment.

Comprehensive health services include:

General Practice

- Chronic Disease Management
- Close the Gap and ITC
- Asthma Education & support
- Immunisations
- Diabetic management & Support
- General health checks
- Maternal and child health and antenatal care
- Social and Emotional Wellbeing

Finding out about your results or requesting prescriptions

Results may be given over the phone by the Nurse or GP if they are normal. If results are abnormal, you will be advised to make a doctor's appointment.

If you require a script or referral, you will need to make an appointment to see the doctor.

This practice does not prescribe drugs of dependence.

Patient Privacy and Confidentiality

All aspects of your Medical Records personal details are confidential, and only available to authorised Health Staff participating in your care. Your information will not be released to any other party unless it is for health referral purposes, or for advising state/federal authorities of treatment for reminder and recall registers and will not be done without your consent.

Safer Health Care

We encourage all clients to feel safe and confident with the health care they receive. The fact sheet – *Australian Charter of Health Care Rights, Top Tips for Safe Health Care and 10 Tips for Safer Health Care* is available at reception for your review.

Quality

This Practice is dedicated to quality health care services and is a fully Accredited General Practice against AGPAL 5th Ed standards and ISO 9001:2015.

Indigenous Status

We encourage all clients to notify your care provider if you identify as being Aboriginal and or Torres Strait Islander and provide your confirmation to reception. This will assist us in providing the most appropriate care.

Complaints

If you have a concern about the care you receive or the services provided, we would like to hear about it. All complaints and feedback are taken seriously and will be addressed through our complaints management process. Forms are available in reception for clients to access, or via our website www.nhulundu.com.au located under our contact tab on the top ribbon

Further impartial assistance from outside bodies is also available as listed below

Office of the Health Ombudsman - 133 646

No Smoking Policy

This clinic has a no-smoking policy on the premises or grounds. If you would like help to quit smoking, please ask the Doctor, Nurse or Aboriginal Health Practitioner during your consultation.

Translation Services

We are registered with the National Translation Service - NRS via telephone and TIS. If you need assistance, please let the receptionist know on arrival.

Did Not Attend (DNA) Policy

Due to the increasing number of DNA appointments, if you fail to attend 3 appointments, or first appointment for new clients, another appointment will not be offered for 6 months. This includes transport.