



Aboriginal Health Service Information Sheet

56 Patrick Street
HOBART TAS 7000

Ph: 03 62 34 0777 Fax: 03 62 34 0780
FREE CALL 1800 132 260

OPENING HOURS

Monday - Friday 8.45am-5pm

After Hours Doctors

252 Main Road Derwent Park.

1800 022 222 or 61 652 361

Opening hours are 6pm - 10pm weekdays, Weekends 9am - 10pm

*Ring 1800 022 222 from 6pm or anytime at weekends and public holidays for
telephone advice and to be directed to appropriate care*

In the case of an emergency dial 000

*If urgent medical care is required between 5 and 6pm on weekdays dial 000 for
an ambulance or attend the Royal Hobart Hospital Emergency Department*

AHS Clinical & Administration Team

CLINIC STAFF: Suzie & Aaron (AHW)
Jason & Emma (Chronic Disease)

Raylene (Regional Manager)
Natika & Michelle (Admin Reception)

DOCTORS: Dr Diane Hopper Dr Antje Sharman Dr Cindy Clayton Dr Jess Kneebone
Dr Scott McKeown Dr Anna McKinlay Dr Derek Christian

MAKING AN APPOINTMENT

Please let Reception know if your call is urgent

Call - 03 62 340777 or 1800 132 260.

The service will endeavour to accommodate your needs. However, if your call is urgent, or there are no appointments available, a clinic staff member will triage the urgency of your request based on clinical best practice and make arrangements for you to see the appropriate clinical staff member.

Appointments can be booked up to two weeks in advance with your chosen doctor. You are encouraged where possible to see the same doctor on every visit. If your visit is urgent or needs to be booked on a day when your usual doctor is not working then you will be booked with an alternative Doctor. Urgent and semi-urgent appointments can be booked on the day.

If you require a longer appointment let the receptionist know when making your booking.

You may need a longer appointment if you have more than one issue to discuss, or you have complex health needs or paperwork that needs to be completed. If you have a form to be completed then please let the receptionist know.

Please allow a little longer for your appointment – most clients will see a Health Worker or a nurse as well as a doctor each time they visit their Health Service.



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WORKERS COMPENSATION CLIENTS

The Aboriginal Health Service does not see patients requiring medical assistance for Workers Compensation.

We have arrangements with alternative practices to see our clients otherwise you can see another provider of your own choice.

FEES

***The Aboriginal Health Service bulk bills all its clients.
However, there may be costs associated with seeing doctors and specialists
outside the AHS.***

***Please contact the external provider to obtain their fee structure prior to seeing
them, or speak to a clinic worker to help you gain this information.***

GENERAL PRACTITIONER CLINICS

Monday:	Dr Antje Sharman Dr Cindy Clayton	9.20AM – 4.40PM 1.00PM – 4.40PM
Tuesday:	Dr Scott McKeown Dr Diane Hopper Dr Anna McKinlay Dr Jess Kneebone	1.30PM – 4.40PM 9.20AM – 12.20PM 9.20AM – 4.40PM 9.20AM - 4.40PM
Wednesday:	Dr Cindy Clayton Dr Derek Christian	1.00PM – 4.40PM 9.20AM – 4.40PM
Thursday:	Dr Antje Sharman Dr Anna McKinlay	9.20AM – 4.40PM 9.20AM – 4.40PM
Friday:	Dr Diane Hopper Dr Derek Christian	9.20AM - 4.40PM 9.20AM - 4.40PM

GP Registrars also work at the Aboriginal Health Service. These are fully qualified doctors who are completing their training to be a registered GP.

They are usually with us for a year. They work under the guidance of
Dr Diane Hopper and Dr Antje Sharman

Please ask to speak to a clinic worker or Dr Diane Hopper if you wish to know more.



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YOUR FEEDBACK IS IMPORTANT TO US

As part of the AHS continuation to provide a quality service we have a suggestion and feedback box in the waiting room. Please feel free to let us know anything that concerns you and/or anything that has pleased you.

REMINDERS: *If you wish to be reminded about an appointment please let reception know and we will call or text you the day before. The reminders can be for other health appointments such as the hospital. Call the AHS and we will put it on our reminder system.*

We send some reminders by text message-please let us know if you do not want reminding by text.

Don't forget to update your details and emergency contact with the receptionist. This is very important.

TELEPHONE ACCESS

Your calls to staff at the AHS are important to us and to you:

The team at the AHS appreciates your calls. If your call is not urgent it may not be possible to speak to a clinic worker immediately. If this is the case the receptionist will take a message and we will call you back later in the same day. We do not accept communication by email or text message

Please ensure we have your correct telephone number.

BEHAVIOUR

Clients of the Aboriginal Health Service are respectfully reminded that verbal or physical abuse will not be tolerated.



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SERVICES AVAILABLE

The AHS provides a variety of services including but not limited to:

- GP Clinics
- Child Health Nurse- Assessment and support for your under %s
- Aboriginal Health Checks- all ages
- Antenatal care- supported by the Midwife Group Practice
- Counselling
- Immunisations- for children and adults
- Dietician
- Smoking cessation programs and free nicotine replacement therapy
- Diabetes Clinic with Diabetes Nurse and Specialist Endocrinologist
- Youth and Family support
- Paediatric Clinic
- Well-being Clinic – Physiotherapist & Exercise Physiologist (Personal Trainer)
- Cardiovascular Program – 10 weeks – Heart & Lung Program
- Aged care program

Client Identifier

You will be asked by staff to identify yourself when you call the AHS and when you are getting results. This is to ensure your privacy and ensure the privacy of others and meets our requirements for being an accredited service. You will be asked to give your name, date of birth, address, phone number. Please don't be annoyed by this process it is important to ensure that we are speaking to the correct person.

OBTAINING THE RESULTS OF TESTS AND / OR PROCEDURES

- For urgent results (pathology & radiology) your practitioner will advise of the process depending on individual circumstances.
- If the results show significant abnormalities that require follow up we will contact you according to the urgency of the result. This will usually be by phone or text message with a letter sent if you do not respond. Texts will ask you to contact us or make an appointment.

Otherwise:

- Allow a minimum of 48 hours from the time of collection or attendance at radiology then phone the clinic stating that you want to follow up results
- Your name and contact details will be taken
- You will be called back on that day between 4 and 5pm by a clinic staff member.



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RECALL & REMINDER SYSTEM

Our service is committed to preventative health care. You will be included in our recall & reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor or the receptionist know. With your consent recalls and reminders may be sent by text message. Flu immunisation reminders are sent to all adult clients and do not require individual consent. Please let us know if you do not want to receive these texts.

SMOKING POLICY

The AHS has a strict no smoking policy. Staff will ask you about your smoking in an endeavour to support you to consider quitting or begin your journey. Don't be offended.....your health is important to us.

We have a quit smoking program available, feel free to speak to staff about attending or arrange for a one on one appointment.

IF YOU NEED A REPEAT PRESCRIPTION OF MEDICATION

If you require a repeat prescription to be written by the doctor and you don't think you need a consultation then speak to the receptionist. If you haven't seen the Dr about your medication recently then a repeat prescription will not be provided. Phone, written or in person requests are acceptable but email or text requests are not. The clinic staff will let you know if the doctor is unable to provide the script and in this case you will need an appointment.

Please allow 48hrs for the script to be processed.

It is the practice of the AHS that prescriptions and medications will not be given on your behalf to family members who are on staff, unless your authorisation has been given to the doctor, or in writing to the Regional Manager.

CLOSE THE GAP PRESCRIPTION ASSISTANCE (PBS)

The AHS participates in the 'Close the Gap' initiatives to support community to manage their chronic disease and prevent the onset of chronic disease.

Eligible Aboriginal clients can receive free medication if on a health care card, or if not, they can receive subsidised medication at a cost of \$6.30 per medication.

When you visit the AHS speak to the receptionist or an AHW to check your eligibility and enroll in this ince



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ABORIGINAL HEALTH CHECKS

An Aboriginal Health Check is a well person's check. It is designed to detect any early signs of chronic disease or to support those who have family history of chronic disease to stay healthy and well and not develop chronic disease in later life.

Health workers or nurses will run through a series of questions and give brief advice and referrals. You will then have an appointment with a doctor who will go through the information that has been collected. Most adults will have some blood tests arranged. The GP will then give you advice to assist you to stay well and manage any issues that may have arisen out of your Health Check.

Children should have regular Health Checks too. Speak to your child health nurse if your child is under 5.

If you would like to make an appointment for you or your child (over 5) call Aaron or AHS staff on 03 62 340777 or free call 1800 132 260.

COMPLAINTS

Complaints:

If you have any concerns about the way we have handled your health information, you should generally first raise it with the doctor or other staff member concerned. If for some reason you feel that you are unable to raise your concern with that person, you should raise it with the Regional Manager, Raylene Foster. If you are dissatisfied with the way your concern has been handled, you can make a direct complaint to the AHS Medical Director, or TAC CEO. Alternatively you can contact the

Health Service Commissioner
Level 30, 570 Bourke St
Melbourne, 3000
PH: 86015200 FAX: 86015219
Privacy Commission
GPO Box 5218
Sydney, NSW, 2001
Ph: 1300 363

The Australian Commission on Safety and Quality in Health Care
GPO Box 5480,
Sydney NSW 2001 Phone:
(02) 9126 3600, **and/ or**
Health Complaints Commissioner,
GPO Box 960
Hobart TAS 7001
Phone: 1800 001 170
Fax: (03) 6233 8966

The National Privacy Commissioner is able to receive complaints concerning privacy issues.
Complaints here will have a response within 28 days.

National Privacy Commissioner
Privacy hotline 1300 363 992.
GPO Box 5218
Sydney NSW 2001
www.privacy.gov.au/complaints

Email: health.complaints@justice.tas.gov.au
Website: www.justice.tas.gov.au/health_complaints