

OUR DOCTOR'S:

At the Launceston Aboriginal Health Service we currently have 1 doctor providing clinics, Dr Annabelle Nones .

Dr Annabelle : Mon/Tues/Fri 9am to 5pm

- The health Service also participates in the training of GP Registrars. Throughout the year we may have one or two **GP Registrars on placement with us who are able to see patients.** GP Registrars are doctors who are training to be General Practitioners. You may be asked if you want to see one of these doctors when you make an appointment.

As a general rule, the Launceston Aboriginal Health Service does not provide home visits.

If you find that you have a condition that prevents you from accessing our clinic, please let a staff member know. We may be able to make special arrangements with consideration to your circumstances.

TEST & PROCEDURE RESULTS

Your doctor will advise you of when they expect your test results to arrive. **To find out your results phone the Registered Nurse (Mon. to Thurs.) after 2pm on 6332 3800.**

ABORIGINAL HEALTH SERVICE

Tasmanian Aboriginal Centre
182 Charles Street
PO Box 531
Launceston, TAS 7250—Open 8.45 to 5pm

Freecall 1800 132 260
Phone: 63 323 800
Fax: 63 323 880
TAC Web Address: www.tacinc.com.au

The Launceston Aboriginal Health Service is a [Bulk Billing](#) service.

No fee's are incurred when you visit us.

When booking an appointment please inform the receptionist if you require a longer appointment. **Longer appointments are required for the filling in of forms, medicals and health checks.**

Please also inform the receptionist if you require a reminder call for your appointment as we will only do this on request.

We can also arrange an interpreter if required. Please let us know at the time of booking.

For assistance outside our normal opening hours please contact one of the below:

Launceston General Hospital/ A&E : Phone: 6348 7111 Open 24hrs/7 days

Afterhours Doctors Surgery : 50a Frankland Street, Launceston (Opposite the LGH Hospital) Phone: 63 314 588

Open Fri 6pm—Mon 8.30am



LAUNCESTON ABORIGINAL HEALTH SERVICE **Patient Information Leaflet**

- Lisa Coulson: Practice Manger
- Dr Annabelle Nones: General Practitioner
- Vicki Jordon: Registered Nurse (Mon. to Thurs.)
- Lucy Gardener Health Reception
- Di Spotswood: Chronic Care Coordinator
- Gannon Maluga: Aboriginal Health Worker
- Rachel Gibbins Aboriginal Health Worker
- Wytarna McDonald: Outreach Worker

Opening Hours:

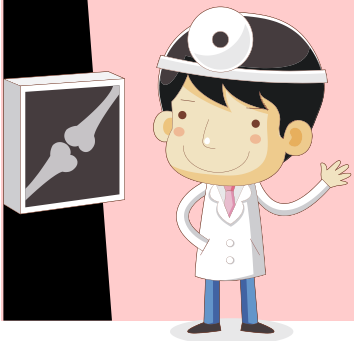
Monday-Friday
8.45am to 5pm

What we offer:

We offer a wide variety of program's, services & activities that are available. Some of which include:

- * Antenatal Care
- * Care Coordination
- * Counselling
- * Diabetes Educator
- * Dietician
- * Family Support
- * Immunisation Clinic
- * Pediatric Clinic
- * Physiotherapy
- * Quit Smoking

Please speak to an AHS staff member for further information & to find out what other program's are on offer.



REMINDER & RECALL SYSTEM

At the Launceston Aboriginal Health Service we use a computer health system that allows us to track the health needs of clients.

Our recall/reminder system is automatically generated when you first become an Aboriginal Health Service client.

You may receive a phone call , letter and/or SMS to remind you of your appointments; preventative health care checks; test results; mmunisations and/or need to follow-up with your GP .

We believe this is a very effective way of following & tracking a clients health needs while at the same time ensuring that we are providing all clients with preventative health services.

If at anytime you **do not** wish to be a part of this reminder system please speak to an AHS staff member and/or your GP.

Please be aware that the Launceston Aboriginal Health Service has a NO SMOKING policy



Returning your phone calls:

At all times we will endeavour to return your phone calls as quickly as possible. Phone calls are not put through directly to the doctor. An AHW and/or the Registered Nurse will take your call on behalf of the Doctor. Due to lack of confidentiality TAC health do not communicate via email.

What we do with your personal health information:

Your medical record is a confidential document. Our practice policy is to ensure that client information is kept in a safe & secure place at all times.

There are times when your health information may need to be disclosed to other allied health professionals e.g. when you are referred to a specialist, to do so your verbal and/or written consent will be obtained

If at any time you have concerns regarding the privacy of your health information, please speak to an AHS staff member immediately who will direct you to our privacy policy..

YOUR RIGHTS

We take your suggestions, concerns, complaints and compliments seriously.

Please feel free to ask our receptionist for one of our **feedback forms** to complete and place in our locked suggestion box located in health reception.

Alternatively you can contact the Tasmanian Health Complaints Commissioner on 1800 011 170 or make an appointment to speak with our Practice Manager, Lisa Coulson.