

## PRACTICE SERVICES

As well as providing GP consultations we also offer a range of other available services.

- Chronic Disease Management
- Preventative Health
- Minor Procedures
- Dental check-ups
- Women's Health, Inc. Pap smears
- Men's Health and Wellbeing
- Eye and Ear Program
- Drug and Alcohol
- Social Emotional & Wellbeing
- Smoking support
- Community Wellbeing
- Koori Maternity Service
- Dietician
- Psychologist
- Podiatry
- Kinesiology
- Massage

For a full range of services offered by the Winda-Mara Aboriginal Corporation, please see our organizational brochure.

## Winda-Mara Building a Strong and Healthy Community



### Winda-Mara Aboriginal Corporation

**Our Health Staff consists off:**

**Practice Manager**

**Female and Male Doctors**

**Aboriginal Health Workers**

**Practice Nurse**

**Eye and Ear Coordinator**

**Mental Health & AOD Worker**

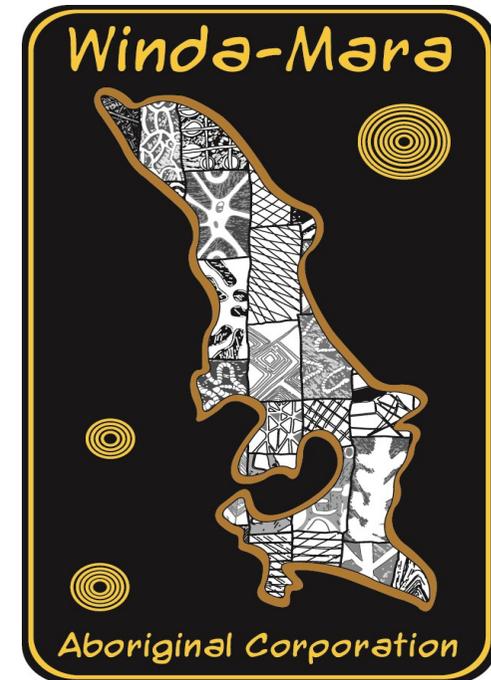
**Psychologist**

**Tackling Indigenous Smoking Coordinator**

**Transport Driver**

**Medical Receptionist**

## WINDA-MARA ABORIGINAL CORPORATION HEALTH SERVICE DEPARTMENT CLIENT INFORMATION



*“ Winda Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling Aboriginal people in Victoria’s far south-west to lead fuller lives”*

### HEYWOOD

Tel: 03 5527 0000

Fax: 03 5527 0009

21 Scott St, Heywood  
Vic .3304

### HAMILTON

Tel: 03 5527 0090

Fax: 03 5527 0089

107 Thompson St,  
Hamilton.  
Vic .3300

## WINDA-MARA ABORIGINAL CORPORATION

### HEALTH SERVICE

#### OPENING HOURS

Weekdays 9:00am- 5:00pm

#### DOCTORS HOURS

**Please call one of our clinic's for the Dr's sessions on (Hey) 55270060 or (Ham) 55270090**

#### AFTER HOURS

##### **In case of an emergency call 000**

If you are requiring Medical assistance after hours please call your local hospital  
Portland & District Health, 0355 210 333  
Heywood Rural Health 0355 270 555  
Western District Health Service 0355 518 222  
Nurse-On-Call 1300 60 60 24

#### APPOINTMENTS

To make an appointment please call 0355270060. WMAC offers a flexible service. If you feel as though you may need extra time with the Doctor, please ask our medical receptionist.

We do operate on a booking system, however bookings will be prioritised according to urgency. Longer consultations are available if required, these are recommended for people with complex medical issues, please request this when making your appointment.

Walk ins are available and will be triaged as per standard practice and will be given the next appropriate appointment.

#### YOUR PERSONAL HEALTH INFORMATION

Your Medical record is a confidential document. It is the policy of this Practice to maintain security of your personal health information and to ensure that this information is only available to certain authorized members of the Health team. For further information in regards to privacy please ask a member of staff for a copy of the privacy policy.

#### RESULTS

Medical tests can take a few days for the results to be known. For test results to be received a follow up appointment should be made with the Doctor to discuss. This information is not given out over the phone.

#### CONTACTING THE DOCTORS BY TELEPHONE

Our doctors will accept phone calls within normal clinic times, however we will not interrupt if the doctor is in consultation with a patient. A staff member will take a message and the Doctor will call you back when available. The Aboriginal health Workers and Practice Nurse are available and may be able to help you out.

#### RECALLS, REMINDERS & PREVENTIVE CARE

Our practice provides health promotion, illness prevention and preventive care and a reminder system based on patient need and best available evidence. We may issue you with a reminder notice at times to ensure your healthcare needs are being addressed. These may be for things such as follow up care, appointment reminders, preventative care. If you receive a letter please contact the clinic to make an appointment ASAP.

#### HOME VISITS

Winda-Mara offers home visits for our clients. A Doctor and Aboriginal Health Worker are available at the clients request and Doctors discretion. Please inform our medical receptionist if you require a home visit.

#### TRANSPORT

Transport is available to Community members for medical and specialist services. If you wish to book transport for an appointment please contact our reception staff. **Disability access available**

#### FEES

Patients with a Medicare card are bulk billed for services covered by Medicare rebates. Patients who don't have a Medicare card will be charged a fee for their consultation. If you don't hold a Medicare card please contact reception and they will advise you of any charges that may be incurred.

#### COMPLAINTS AND FEEDBACK

If you have any concerns please let us know!

We respect the right for all clients and Community members to have confidential and constructive ways of providing feedback, both positive and negative.

A feedback form is available at reception, these may be given to staff or placed in the suggestions box at reception.

If you wish to make your complaint about the Health Service in person, you can speak to your Winda-Mara worker, another familiar Winda-Mara worker that you are happy to talk with, the program coordinator, the General Manager of Operations or the Chief Executive Officer.

If you are dissatisfied with our response you are entitled to raise the complaint with the

Health Services Commissioner of Victoria

Level 30, 570 Bourke St. Melbourne Vic. 3000

Telephone: 03 86015222

Updated May 2018