

Appointments

OVAHS operates a system that accommodates patients with urgent, non urgent, complex, planned chronic care, and preventative health needs.

Appointment times

- Each GP has a day a week dedicated to appointments.

Appointment Phone: 9169 1361

Non-appointment 'walk-in' patients

During clinic hours patients may come to the clinic without an appointment and wait their turn to be seen.

Clinic Hours

Monday	8:15am - 4.00pm
Tuesday	8:15am - 4:00pm
Wednesday	9:00am - 4:00 pm
Thursday	8:15am - 4:00pm
Friday	8:15am - 3:00pm

Closed Weekends and Public Holidays

Exceptions include:

- Patients who are assessed as requiring urgent medical attention.
- Specialist clinics provided by visiting Dentist, Allied Health or Medical Specialist where an appointment system may be applied for efficiency and expediency.

After Hours

Medical assistance outside of OVAHS clinic hours attend:

Kununurra District Hospital,

96 Coolibah Drive, Kununurra

Phone (08) 9168 4222

Ambulance

- When someone has a life threatening or serious illness or injury call an Ambulance on "000".
- If you choose to use the Ambulance but **Do Not** have a life threatening illness or injury call **13 12 33**.
- A fee will apply if the patient is not an elderly person or Ambulance Services Member.

OVAHS Health Services

OVAHS programs including:

- Chronic Disease
- Child Health
- Women's & Men's Health
- Maternal Health
- Kidney Health
- Sexual Health
- S100 Medications with medication counseling
- Mental Health, Social and Emotional Wellbeing, Drug and Alcohol counseling, FASD counseling and education.
- Visiting Specialist and Allied Health

General Practitioners

- Dr Bindy Crouch
- Dr Rod Bond
- Dr Rohan Carter
- Dr Andrew Beveridge
- Dr Francois Jacobs

OVAHS Management

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| • Chief Executive Officer | Graeme Cooper |
| • Deputy CEO/Admin Manager | Sharon Benning |
| • Senior Medical Officers | Dr Andrew Beveridge
Dr Francois Jacobs |
| • Quality and Risk Manager | Jane Cooper |
| • Clinical Services Manager | Kylie Newman |
| • Maternal & Child Health Manager | Victoria Salerno |
| • Medical Records and Reception Manager | Patricia Hill |

Contacting the Clinic

For questions, queries or concerns you may contact the OVAHS clinic on the phone number listed.

For medical concerns ask to speak with the Practice Nurse Coordinator who will direct you to the appropriate person to assist you.

Ord Valley Aboriginal Health Service

1125 Ironwood Drive, Kununurra WA 6743

Phone: (08) 9166 2200

Fax: (08) 9168 2053



Ord Valley Aboriginal Health Service

PATIENT INFORMATION



OVAHS is an independent health service, owned and controlled by the Aboriginal Community, to service the people in and around the Ord Valley

**OVAHS -
A 'no smoking' service in a 'smoke free' workplace**

On Arrival at the Clinic

Please help us by:

Telling the receptionist:

- if you would prefer to see a particular GP
- if a patient needs us to arrange an interpreter
- of your Aboriginality or of other cultural backgrounds
- your current phone number and address
- who we should contact if there is an emergency

For urgent health problems:

Tell the receptionist of

- severe trouble breathing
- chest pain
- A very sick child or elderly person
- anyone you are very concerned about

Costs and Fees

Most GP consultations are bulk billed and you will not need to pay.

AMA rates are charged for foreign tourists and for certain other services.

Medicare does not cover the items below and a fee payable, by all patients, at the time of service is required:

Medical for Drivers License:

C Class: \$ 65.00 Commercial: \$165.00

Pre-employment Medical: \$300.00

-ECG: \$ 50.00

-Spirometry: \$ 50.00

-Audio: \$ 50.00

Private School Medical: \$160.00

Patients without a Medicare Card: \$100.00

Medicare

New patients need to bring their Medicare card to the clinic.

Current Medicare card numbers are recorded in patient health files.

How the Clinic Operates

Wherever possible, each patient will be assessed by an Aboriginal Health Worker or Nurse before seeing a Doctor.

It may not always be possible to see the Doctor of your choice but we accommodate patients requests for a particular Health Worker or Doctor whenever we can.

OVAHS has an important role in training health workers and you may be asked, before your consultation, if you will agree to see a trainee Health Worker, Nurse or GP. Your co-operation in assisting us in meeting this training commitment is greatly appreciated.

Privacy

Even though there are times when we need to share your health information with others, protecting your privacy is our priority. How we protect your privacy is explained in the 'Health Information Collection and Use ' notice in the waiting room.

Patient Information

OVAHS uses an electronic database which is based on a secure server. Patients may decline the secure server and choose a paper file. For full details on the management of your health information please ask a receptionist.

Transport

Field officers (drivers) are available during opening hours to provide assistance for any clients who do not have transport of their own. Patients may contact reception directly to request transport or may signal to the driver as they passes by.

Contacting You

To contact you to discuss your test results, changes to medications or notification of a specialist appointment, we will try to contact you by phone otherwise we will send a letter or appointment card with a Field Officer. If the matter is urgent, they will offer you transport back to the clinic. If non urgent, patients are able to arrange with the Field Officer transport.

Phone calls received are transferred to the appropriate staff, or a message sent by emails or carbon copy paper. They are returned when that staff member is available.

Results, Reports and Clinical Correspondence

OVAHS ensures all patient investigation results, reports and incoming clinical correspondence are appropriately received, reviewed, acted upon and incorporated into the patient health record in a timely manner.

Home Visits

Although OVAHS does not have a full time home care service in some circumstances home visits are an appropriate option. Home visits are assessed on a case by case basis and as staffing permits.

Recall of Patients

You may be called back to the clinic for test results, as it is standard practice that results are not given out over the phone. Likewise we may recall you to check on your progress or to see how your medicines are working.

OVAHS Patient Complaints System

If you have a complaint or compliment please talk to your Health Worker, Doctor or Receptionist. The Complaints forms and box are held at Medical Reception and if needed a staff member will assist you to write out your complaint.

All patient complaints are kept confidential and will be reviewed and will be actioned by one of OVAHS managers.

The OVAHS Board of Directors are made aware of all complaints but if you wish, you may write to the OVAHS Board of Directors at PO Box 216, Kununurra WA 6742.

WA Health Service Complaints in Offices

If you feel that you need to discuss the matter outside of OVAHS there are options available, which include:

Health and Disability Services Complaints Office

GPO Box B61, Perth WA 6839

Telephone: 08 9323 0600

Regional Freecall Number: 1800 813 583

Health Consumer Council of WA

GPO Box C134 Perth WA 6839

Telephone 08 9221 3422