



Practice Information Sheet

proudly operated by
 **GP down south**
Local health. Our business.
GP Down South Ltd

Office Hours

8.30am to 4.30pm
Monday to Friday.

After Hours

In the event of an Emergency call **000**. Alternatively you can call Health Direct on 1800 022 222 for advice, Dial-a-Doctor on 1300 030 030 for an in home doctors service or attend a local After Hours GP clinic. **If you are seriously unwell attend the Peel Health Campus Emergency Department at 110 Lakes Road. Mandurah (08) 9531 8000.**

Smoking Policy

This practice has a no smoking policy both within and outside the building. Smoking is only permitted 15 metres outside of the property boundaries.

Booking an Appointment

Please ring 9586 4580 for an appointment.

Nidjalla Waangan Mia is a health and wellbeing centre. As a result all clients see our nursing staff prior to seeing the GP. This ensures all your health needs are addressed in one consultation. All nurse appointments are 30 minutes with a follow up appointment with the GP as required.

Fee and Billing

Arrangement

We are a Bulk Billing Service for Aboriginal and Torres Strait Islander clients.

This Health and Wellbeing Centre is for ATSI Clients.

Our services include:

- GP Sessions
- Integrated Team Care Services
- Aboriginal Health Workers
- Dental Team
- Support for Maternal Health
- Podiatry
- Visiting Specialists and Community Organisations
- Outreach Services and Family Support
- Health Education and Programs
- Transport to Medical Appointments

GP & Staff Access

As our GP's are not in attendance at the centre at all times, all clinical enquires go through our nursing staff. The individual GP is contacted by nurses at their discretion. If the person you need to speak to is not available a message will be taken and they or a relevant staff member will return your call.

Accessing Your Results

We encourage all clients to make a follow up appointment to see the GP to get their test results. Results CAN NOT be given out over the phone by nursing staff without the doctor's prior approval.

Reminder System

Our practice is committed to preventative care. Your permission to be included on our reminder system is obtained when you fill out your new patient form. 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 clinical staff or receptionists know.

Management of Your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. we abide by the National Privacy Principles available at: www.oaic.gov.au/privacy-law/privacy-archive/privacy-resources-archive/national-privacy-principles.

Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or any of the staff. You may prefer to write to us or use our suggestion box. If you require assistance please don't hesitate to ask.

We take your concerns, suggestions and complaints seriously.

The Health and Disability Services Complaints Office (HaDSCO)-GPO Box B61 Perth WA 6838

Complaints and enquiries line: (08) 6551 7600 Country Free Call: 1800 813 583 TTY: (08) 6551 7640

Administration: (08) 6551 7620 Fax (08) 6551 7630 Email: mail@hadsco.wa.gov.au

Nidjalla Waangan Mia

A: 112 Lakes Road – PO Box 3156 – Mandurah East WA 6210 T: (08) 9586 4580 F: (08) 9583 5495

E: pm@nidjallawm.com.au W: www.gpdownsouth.com.au ABN 62 063 901 306