



COOMEALLA HEALTH ABORIGINAL CORPORATION

WENTWORTH PRACTICE INFORMATION BOOKLET

Contact details

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Website: www.chac.org.au

Facebook: www.facebook.com/coomeallahealth

Working together for a Healthy, Strong and Proud Aboriginal Community

Acknowledgement of Country

CHAC acknowledges the Barkindji People as the Traditional Custodians of the land on which we live and work. We pay our respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

About CHAC

Coomealla Health Aboriginal Corporation (CHAC) is an Aboriginal Community Controlled Organisation providing accessible and culturally appropriate primary health care services. We welcome all community members to access our services.

Our philosophy

We believe people are responsible for their own health, and community members deserve the support, assistance and information provided through an Aboriginal Community Controlled Health Organisation.

Our values

- We recognise and value the importance of Aboriginal community controlled health services that provide culturally appropriate holistic care.
- We recognise, promote and value the skills, experience and qualifications of our staff and directors in their areas of expertise.
- We respect, encourage and strengthen the heritage, cultural values and needs of our clients and community.

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Practice hours and after-hours care

Practice hours

Monday – Thursday: 9:00am – 5:00pm

Friday: 9:00am – 4:00pm

Closed Public Holidays

Arrangements for care outside normal opening hours

CHAC is not open outside normal business hours. If you require medical assistance during these times, please attend the Accident and Emergency Department at Mildura Base Hospital (Ontario Avenue, Mildura) or call Mildura Base Hospital on (03) 5023 3333. In an emergency, please call 000 for an ambulance.

Appointments and appointment types

Appointments are available for all doctors and staff. Where possible, we encourage patients to make an appointment. Patients who attend without an appointment may have a longer wait time.

CHAC uses a triage system for walk-in presentations. Patients without an appointment may be seen by an Aboriginal Health Practitioner or nurse, based on urgency.

We can help with:

- Standard GP consultations
- Long consultations (complex health needs)
- Women's and men's health consultations
- Chronic disease management and care planning
- Health assessments and preventive health checks
- Midwifery appointments
- Nurse and Aboriginal Health Practitioner appointments
- Allied health appointments (where available)
- Minor procedures and wound care
- Diagnostic services (e.g., ECG, blood collection)

In an emergency, please call 000 for an ambulance.

Longer consultation times, interpreter services and transport assistance may be available. Please ask reception if you require any of these services.

Billing principles

All services and programs at CHAC are **bulk billed**. This means there is **no out-of-pocket cost** for our services.

Reception staff will help ensure your Medicare details are up to date when you present for your appointment.

No smoking

In line with NSW law, smoking is not permitted in our buildings or vehicles. This includes vaping, e-cigarettes and all smoking devices.



Our practitioners and staff

Practice leadership

Practice Manager: Tina Thomas

General Practitioners

- **Dr Harpreet Dhillon** – MBBS, MPH, FRACGP
- **Dr Emil Khalid** – MD
- **Dr Mainul Khan** – MBBS, SCHP, FRACGP, FRACGP-RG
- **Dr Benjamin Reynolds** – MBBS
- **Dr Brent Venning** – MBBS, MSc, MPH, FRACGP

AHP / Nursing team

Aboriginal Health Practitioner

- Indyca Adams

Midwife

- Deborah (Debbie) Towns

Registered Nurses

- Doreen Diez
- Josmi Elizabeth Matthew

Aboriginal Health Workers

- Ebony Lawson
- Douglas Jones (Trainee)

Reception team

- Merle Morgan
- Cindy Murray
- Karla Sullivan
- Samantha Doolan

Allied health services

Some allied health services are provided by visiting practitioners and external providers. Availability may vary and appointments are required.

- **Allied health:** Visiting allied health services may be available. Please ask reception for current availability.



Communication policy

Telephone calls

GPs and clinicians may be contacted by telephone during normal surgery hours. If a clinician is with a patient, reception will take a message and advise when the clinician will return your call. Calls are returned when clinically appropriate.

Electronic communications

We receive and respond to electronic communications during business hours. Email is not suitable for urgent medical matters. If your concern is urgent, please call the clinic or seek emergency care.

We use SMS for appointment reminders and recall notices where appropriate.

Results and follow-up

Patients will be contacted if results require follow-up. If you have not heard from us within a reasonable timeframe, please contact reception to discuss your results.

Managing your health information

CHAC complies with the Privacy Act 1988 and the Australian Privacy Principles. We collect information to provide quality health care. We ask for personal details and a full medical history so we can assess, diagnose and treat illnesses and medical conditions.

How we use your information

- Administrative purposes in running the health service
- Billing purposes, including compliance with Medicare requirements
- Follow-up reminder/recall notices for treatment and preventive healthcare (including SMS reminders)
- Disclosure to others involved in your care (e.g., specialists and external services) when required for treatment and referral
- Accreditation and quality assurance activities to improve practice management and patient care
- Legal disclosure where required by a court of law
- Research where information is de-identified
- Training/teaching activities using de-identified information
- To comply with legislative and regulatory requirements (e.g., notifiable diseases)

Health information is stored in our patient information system (Best Practice). Access is restricted to authorised staff. Medical information will only be provided with patient authorisation or where required by law. Full privacy policy details are available on request.

Safety and respectful behaviour

Zero tolerance – aggression and lateral violence

CHAC is a safe space for community members and staff. Any person who engages in verbal or physical abuse towards community members or staff may be asked to leave the service and may be suspended for a period of time.



Feedback and complaints

CHAC welcomes feedback about how we can improve our services. You can provide feedback using the suggestion box at reception, by speaking with staff, or by completing a compliments and complaints form (available from reception).

Formal complaints can be made in writing to CHAC's Chief Executive Officer at the clinic address, or via the complaints form. Please ask staff if you need assistance to make a complaint.

External complaints

NSW Health Care Complaints Commission

Locked Mail Bag 18, STRAWBERRY HILLS NSW 2012

Phone: 1800 043 059

Website: www.hccc.nsw.gov.au

Range of services

CHAC provides a holistic approach to primary health care. Our emphasis is on Indigenous health; however, all community members are welcome to access GP services.

- General Practice consultations
- Chronic disease management, care planning and health assessments
- Aboriginal Health Practitioner and Aboriginal Health Worker support
- Nursing services and wound care
- Midwifery services
- Women's health
- Men's health
- Family planning and pregnancy-related services
- Diagnostic services (as available)
- Minor procedures (as available)
- Suicide prevention awareness and support services
- Visiting allied health services (availability may vary)

Programs

Our groups undertake a range of activities at CHAC and in other locations to support community connection, wellbeing and healthy living.

- Women's health programs – focusing on women's business, physical and emotional wellbeing and looking out for one another.
- Elders lunch program – supporting elders through social connection, activities and healthy foods.
- Men's health program – focusing on men's business, social and emotional wellbeing, sexual health and being a deadly dad.
- Mum's and Bub's program – supporting mums and bubs to be healthy and look after each other.
- Kumpa Kiira – community education and connection with people in the community and mental health services.

Patient resources

The Australian Charter of Healthcare Rights outlines what you can expect when receiving care and how you can participate in your healthcare.

Australian Charter of Healthcare Rights

A poster for the Australian Charter of Healthcare Rights. The top half has a red background with the title 'DO YOU KNOW YOUR HEALTHCARE RIGHTS?' in large white letters. Below the title, a white box contains a summary of the charter's purpose. The bottom half of the poster features a photograph of an elderly woman, a young boy, and a male doctor in blue scrubs. To the left of the photo, seven rights are listed in red bold text with their descriptions in black. At the bottom, there is a red banner with white text providing information on how to get a copy of the charter and a logo for the Australian Commission on Safety and Quality in Healthcare.

DO YOU KNOW YOUR HEALTHCARE RIGHTS?

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

ACCESS
You have a right to health care.

SAFETY
You have a right to safe and high quality care.

RESPECT
You have a right to respect, dignity and consideration.

COMMUNICATION
You have a right to be informed about services, treatment, options and costs in a clear and open way.

PARTICIPATION
You have a right to be included in decisions and choices about your care.

PRIVACY
You have a right to privacy and confidentiality of your personal information.

COMMENT
You have a right to comment on your care and to have your concerns addressed.

For more information on the Charter ask for a flier on the Australian Charter of Healthcare Rights, or visit www.safetyandquality.gov.au

AUSTRALIAN COMMISSION on SAFETY and QUALITY in HEALTHCARE

If you would like more information or a copy of the Charter, please ask reception.

Accreditation statement

Coomealla Health Aboriginal Corporation is accredited under the **RACGP Standards for General Practices (5th Edition)**. We are committed to continuous quality improvement and the delivery of safe, high-quality and culturally appropriate healthcare.

All medical practitioners and clinical staff are appropriately qualified and registered with AHPRA or relevant professional bodies. Registration details are available upon request.

This booklet is reviewed periodically to ensure information remains current. If you have questions or require assistance, please contact reception.

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