



## Njernda Aboriginal Medical Centre Patient Information Sheet

**Contact:** 84 Hare Street, Echuca. Vic. 3564 | Phone: 03 54810600 | Fax: 03 54806116 | [www.njernda.com.au](http://www.njernda.com.au)

**Clinic Hours:** 8.30am-4.30pm Monday to Thursday; 8.30am-4.00pm Friday **In an Emergency: Call 000**

**After Hours:** Echuca Regional Health, 226 Service Street, Echuca. PH: 03 54855000 (present to Emergency Dept).

Nurse on Call: For advice about a health issue – 1300 606024

Victorian Virtual Emergency Department (free Statewide service) - <https://www.vved.org.au/>

Lifeline – 13 11 14 Beyond Blue – 1300 224636 <https://www.beyondblue.org.au/about/contact-us>

**Services we provide:** Some of our services are available to Aboriginal Torres Strait Islander patients only.

General Medical appointments; Audiology; Chronic Disease Management; Diabetes Education; Endocrinology; Exercise Physiology; Health Assessments; Immunisations/Vaccinations; Koori Maternity Service; Maternal Child Health; Occupational Therapy; Optician; Paediatrics; Podiatry; Psychology/Mental Health; Sexual Health; Speech Pathology.

**Fees:** Njernda bulk bills consultations which fall under Medicare Benefits Schedule. Some consults such as Travel Health, Workcover, Driver Medicals will incur a fee. Enquire with reception.

**Appointment Types:** Telephone or visit the practice to make an appointment. 1 person per appointment. If you need an appointment same day, telephone at 8.30am. Repeat scripts require an appointment. Walk in appointments are not scheduled - please call the practice prior to presentation. Standard appointment length is 20 minutes to address one issue. If you need longer appointment to discuss multiple or complex issues advise when making appointment. Health assessments & chronic disease appointments require 40 minutes with Dr & you will see nurse or Aboriginal Health Worker prior to GP consult. Home visits are at the discretion of the GP in line with policies- ask reception. Telehealth appointments available in some cases-ask reception. Test results require an appointment & are not given over the phone. **If you cannot attend your appointment, please call & cancel so that we may offer the time to another unwell patient.**

**Recalls & Reminders:** You may receive SMS, phone, or letter reminders regarding appointments. We use computer generated recalls to enhance your care. Patients are offered enrolment in National State or Territory reminder systems.

**Communication:** For urgent matters you may wish to speak with a nurse or leave a phone message with reception staff who will pass on to your GP. We may communicate with you via SMS for appointment reminders.

**Patient Information:** New patients must complete a registration form. We can assist to transfer your records from your previous provider. **If you change address, telephone, or other details, please remember to advise us.**

**Patient Support:** You may request an advocate or Aboriginal Health Worker to attend your appointment for support. Advise reception if you require Translating & Interpreter service including deaf support. Aboriginal patients can request transport assistance to attend medical appointments. Book transport early to ensure availability.

**How we manage patient health information:** Your medical record is a confidential document which can only be accessed by authorised staff & may only be shared with your consent. Privacy brochure available at reception.

**How to provide feedback or complaint:** Contact the Practice Manager or complete a feedback form available at reception. If you wish to take the matter further contact Health Complaints Commissioner on 1300 582 113.

**General Practitioners:** Dr Catherine; Dr Jaz; Dr Kate; Dr Maddy; Dr Mary; Dr Sujeeth.

**Aboriginal Health Workers:** Denise; Garry; Vivianne; Rebecca; Saane; Shaun

**Nursing Staff:** Marg; Courtney; Kendal; Sarah (RN/DE). **Administration Staff:** Colleen; Maria; Janelle