



General Practitioners

Our GPs provide, at all times, confidential, professional and ethical service to all patients using accepted best practices including guidelines provided by relevant professional bodies.

Appointments

Please ring **(03) 5564 3344** or Freecall **1800 629 729 (VIC only)** for an appointment. Patients are encouraged to nominate their preferred GP and time. Every effort will be made to accommodate your preferences. This practice operates on an appointment system, but we do have a limited number of walk in appointments when possible. If required, longer consultations are available upon request.

If you require an interpreter service, we can organise this for you; please let us know when you make the appointment.

Patients can obtain visits from doctors in their home for substantial medical reasons, provided they are within a reasonable distance from the practice.

Patients who require specialist treatment but are unable to travel for financial or physical reasons are offered Telehealth appointments with participating providers.

Emergencies will always be given priority

If you have an emergency situation, please tell our reception staff. In an emergency our Practice Nurse will see you and if necessary, will arrange for you to be seen by a Doctor or sent directly to hospital.

Gunditjmara is a CHILD SAFE organisation

After Hours Service

Provision of afterhours service at South West Healthcare General Practice is available. Please call South West Healthcare on **(03) 5563 1666**

IN AN EMERGENCY
ALWAYS CALL 000

PRACTICE STAFF

Health General Manager—Tara Smith

Practice Lead —Grace O'Donohue

Practice Nurse – Karen Williamson

Chronic Care Nurse – Carly Ahearn

Lead Aboriginal Health Practitioner (AHP) – Tanya Geier

Aboriginal Health Practitioner (AHP) – Georgie Taylor

Midwife – Fiona O'Sullivan

Koori Maternity & Early Years Cultural Care Coordinator -
Rebecca Clayton

Aboriginal Maternal Child Health Support Worker (AMCHI) -
Mahni Wright

Practice Administrator/ Medical Receptionist – Chloe Goodall

Medical Receptionist – Jenny Sack & Darcy Pridham

Transport - Bev Harrison

Provisional Psychologist –Timshel Knoll-Miller

Optometrist – James Mitchell

Audiologist – Tim Raynor



Gunditjmara Health Service

3 Banyan Street, Warrnambool 3280

FRECALL : 1800 629 729 (VIC only)

Ph: 03 5564 3344 - Fax: 03 5562 1452

Email: health@gunditjmara.org.au

HOURS OF SERVICE

MONDAY - THURSDAY

8.30am – 5pm

FRIDAY

8.30am – 4pm

We are a BULK BILLING Practice

General Practitioners

Dr. Sylvia Gjerde

Dr. Karishma Karki

Dr. Erin Gordon

Dr. Matthew Grave

Dr. Sharni Wilkes



Welcome

We would like to welcome you to our Health Service providing culturally safe best practice healthcare services. This service is available to Aboriginal and Non-Aboriginal people.

Services

Include but are not limited to;

Dental Clinic, Health Promotion & Education, Smoking Cessation, Medical Transport (as per Policy), Maternal Child Health Services, Family Planning, Chronic Health Management, Preventative Health, Allied Health Services, Koori Maternity Services Program.

No Smoking Policy

Gunditjmara has a no smoking policy. Smoking isn't permitted within 10m of the building.

Pre-Consult Checks

Our Aboriginal Health staff are available to assist and support your health needs by performing mini-health checks for waiting patients; Health Assessments and monitoring of patients with ongoing health issues including hypertension, diabetes and weight loss.

Communication

Doctors are contactable by phone during normal surgery hours and telehealth appointments available on request. If the doctor is with a patient when you call a message will be taken and you will be advised when it is likely that the doctor will be able to return your call. The practice nurse can give your test results with the doctor's approval. Electronic communication such as faxes and emails are forwarded to the relevant GP and will be actioned in a timely manner. An interpreter service can be accessed for your consultation. Please discuss this with reception prior to your appointment to arrange an interpreter. AUSLAN for hearing impaired patients can also be organised.

Australian Commission on Safety and Quality in Health Care

10 tips for Safer Health Care brochure may be downloaded at: www.safetyandquality.gov.au/toptips

Fees and Billing Arrangements

Our practice operates a Medicare bulk-billing service. Patients who do not hold a Medicare card are required to pay for services on the day in line with our Practice Billing Sheet. Some additional services and products (e.g. immunisations) come at a cost. We have EFTPOS facilities available for these services.

A copy of our fee schedule is displayed on our Practice Billing Sheet.

Test Results

Our practice encourages patient to book a follow up appointment to receive test results. Results are checked daily by the doctors. If test results need to be followed up the doctor will either call you directly to discuss them or advise you about a follow up appointment. The doctor may request a member of the reception staff or practice nurse to call you to make an appointment to come into the clinic to discuss results.

Privacy

Please refer to our brochure "Privacy & Your Health Information" for more information about the security of your health records.

Confidentiality and Management of Your Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of

Staff. A copy of our privacy policy is available on request from our reception.

Transfer of Medical Records

If you would like us to obtain records from another service providers on your behalf, please see our medical receptionist to obtain a transfer application form. Applications for the transfer of a health record will be processed within 30 days of receipt of request.

Recall and Reminder System

We may issue you with a reminder notice from time to time offering you preventative care services, appointment reminders, request to follow-up of results

via SMS or phone call with your doctor and other services. Please advise the clinic if you change contact details. If you do not wish to be included in our reminder system, please tell you doctor.

Third Party

A suitably qualified third person, i.e. Medical Student or Registrar, is occasionally present at consultations in this clinic. Patients are advised verbally and in writing at the time of their arrival at the clinic of the presence of the third person and are at liberty to request that they leave the room.

Patient Feedback

Complaints and suggestions are most welcome; they assist us in continually improving our service. We respect the right of all clients and community members to have confidential and constructive ways of providing positive or negative feedback about our services. All complaints are important to us, no matter how minor and these comments are dealt with in a fair and efficient manner.

Written Feedback complaints or suggestions can be placed in the suggestion box located at reception, given to any staff member or alternatively emailed to health@gunditjmara.org.au. **In Person**—If you have a complaint or suggestion that you would prefer to make in person please feel free to make an appointment to see our Practice Manager. If you are not satisfied with our Service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC).

The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: Fill out a complaint form online at www.hcc.vic.gov.au

Victorian Health Services Commissioner, Level 30, 570 Bourke Street, Melbourne, Vic 3000.

Tel: (03) 8601 5222.

Regional Freecall Number: 1800 136 066