

## CWAATSICH LTD SERVICES

### COMMUNITY SUPPORT SERVICES

- SEWB support services
- Diabetes Program
- Eye Health Program
- Hearing Health Program
- Dementia screening Program
- Healthy Outback Kids Program
- HAPEE Hearing Program ( children 0-5yrs)
- Child & Maternal Health Services
- Nukal Murra Health Support Program

### HEALTHY LIFESTYLE PROGRAMS

- Breaky clubs at school and school bus run Program referrals — for quit smoking support, physical activity program, healthy eating and lifestyle change
- Nukal Murra Health Support Services
- Elder's Seniors Games

### VISITING SPECIALIST/SERVICES

- Optometrist
- Goolburri Dental Services
- I.D.E.A.S Van
- Ophthalmologist
- Podiatrist
  - Dietician
  - Sonographer
  - Audiologist
  - Psychologist
  - Credentialed Diabetes Educator

Please enquire at reception about visiting services

### CHARLEVILLE

#### HEAD OFFICE

94 Edward Street  
Charleville QLD 4470  
PO Box 445  
Phone: (07) 4654 3277

### ROMA

60A Charles Street  
Roma QLD 4455  
PO Box 914  
Phone: (07) 4622 4237

### QUILPIE

49 Brolga Street  
Quilpie QLD 4480  
PO Box 119  
Phone: (07) 4656 1391

### MITCHELL

46 Cambridge Street  
Mitchell QLD 4465  
PO Box 190  
Phone: (07) 4623 1011



CWAATSICH

Charleville and Western Areas Aboriginal and Torres Strait Islander  
Community Health Limited

Email: [reception@cwaatsich.org.au](mailto:reception@cwaatsich.org.au)

[www.CWAATSICH.org.au](http://www.CWAATSICH.org.au)



## Charleville & Western Areas Aboriginal & Torres Strait Islander Community Health Ltd Clinic Information Brochure

### OUR VISION

Within a generation, Aboriginal and Torres Strait Islander people live in inclusive communities that deliver equality in health, well-being and life expectancy outcomes.

### OUR MISSION

Is to deliver holistic, culturally appropriate health services that improve health and well-being outcomes for Aboriginal and Torres Strait Islander People in our communities.



## When can you visit us:

In Charleville, Quilpie, Mitchell & Roma  
Monday to Friday: 8.30am – 5.00pm

*(Clinic opening hours and GP visiting days at our outreach clinics will vary due to availability )*

(Contact your clinic to check)

Our clinic **standard consultation appointments are only 15 minutes with a GP**, (if you think you will need longer let the team know when booking your appointment so they book a longer time for you)

## Home Visits

- ◆ Where safe and reasonable, our clinic team member make visits to our regular patients in their homes.
- ◆ We provide home and other visits as suitable care alternatives that are available both within and outside normal opening hours.
- ◆ That the provision of a home or other visit is determined by pre-determined eligibility criteria.

## Advice/Test Results

- » In general, any tests ordered by your GP require a follow-up appointment to discuss the results and plan your care. We encourage you to follow up on your test results.
- » Occasionally, results will be given to you by your treating GP over the phone and/or by a clinic team member as directed by your GP. Should you require an appointment to discuss results, you will be contacted via phone by our Team. Up to three(3) written reminders will also be sent to your mailing address requesting you contact the clinic to make an appointment.
- » Should you need to speak with a GP or clinical team members, the urgency of your request will be assessed by the receptionist using the standardised phone triage protocols. We are guided by the GP's policy with regards to speaking to an individual via the phone

## Confidentiality and Privacy

Our clinic follows the RACGP guidelines on the use of personal information and privacy. We take your privacy very seriously, please contact our Privacy Officer for any queries.

Our Privacy policy is available on our website and in every CWAATSICH clinic waiting room

## After Hours Care

After hours care to clients of CWAATSICH is provided by the following hospital services as part an agreement to provide afterhours care outside our normal operating hours.

*In an emergency always dial 000*

SWHHS can be accessed by calling phone numbers listed below.

**Charleville Hospital 07 4621 2200**

**Mitchell Hospital 07 4623 1277**

**Quilpie Hospital 07 4656 0100**

**Roma Hospital 07 4624 2700**

## CWAATSICH Transport Services

CWAATSICH provides a transport service for clients as per the current transport policy guidelines and eligibility criteria. (available on our website or ask at reception)

## Referrals

Appointments are required for referrals to specialists and hospitals.

Please be aware you may incur an out of pocket expense for referrals to external providers, however we will try to minimise this by booking your appointments with services that bulk bill and we will advise you where possible when a fee will be incurred and obtain your consent to continue with the appointment booking on your behalf.

Our clinic team members will forward the request through to the relevant specialist / hospital as per your GP's request.

## Reminders

- ◆ Our clinics are committed to preventative health care and the ongoing management of your health.
- ◆ To enable us to do this most efficiently CWAATSICH uses an electronic recall and reminders system.
- ◆ If you have any concerns regarding this or do not wish to be placed on the reminder/recall system, please discuss with a GP.

## Fees

CWAATSICH is a bulk billing clinic and fee for service only applies for:

- ◆ Non-Medicare card holders
- ◆ Work medicals
- ◆ Work immunisations
- ◆ Legal requests for patient records and reports
- ◆ Any service that does not meet the MBS criteria to be bulk billed

|                                    |          |
|------------------------------------|----------|
| Initial Consultation               | \$140.00 |
| Level A Consultation <15mins       | \$30.00  |
| Level B Short Consultation <20mins | \$70.00  |
| Level C Long Consultation >20mins  | \$100.00 |
| Level D Long Consultation >40mins  | \$140.00 |

*(Any fees for service are payable at the time of your consult, we do not issue accounts for later payment)*

## Our visiting GP family

**CHARLEVILLE** – Dr Julia Fielding / Dr Peter Ryder / Dr Shannon Springer / Dr Sam Cawaon / Dr Julia Carr / Dr Earl Pantillano

**QUILPIE** – Dr Julia Fielding

**ROMA + MITCHELL** – Dr Samuel Cawaon

## Your feedback is important to us

- ◆ Our clinic is committed to meeting the needs of our patients and community.
- ◆ We are always happy to receive your feedback (verbal or written)
- ◆ Should you have any positive comments or any concerns, please feel free to discuss these with our Practice Operations Manager.
- ◆ You can complete a feedback form at any of our clinics
- ◆ You may send a contact enquiry from our web page at [www.cwaatsich.org.au](http://www.cwaatsich.org.au)
- ◆ If you feel that your health concerns have not been addressed appropriately, you may contact the Health Ombudsman at [www.oho.qld.gov.au](http://www.oho.qld.gov.au)



**CWAATSICH**

Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health Limited