

**Our standard appointment time is 15 minutes**

**Please do not get offended if you are asked to book another appointment by the GP if you have complex health needs.**

We do encourage you to make a longer appointment if you have multiple or complex problems

- ◆ This helps us manage our appointments better
- ◆ This helps our GP's give your health issues the attention they deserve without being rushed.

Again occasionally if you have multiple problems that cannot be managed in the allotted time, your GP may ask you to make another appointment.

#### **What if we are Booked Out?**

It is an unfortunate and well recognised fact that the more popular a medical centre is, the busier it will get.

If we are booked out, please feel free to leave your name and contact details on our **Cancellation List**.

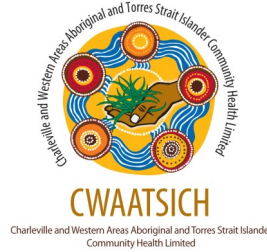
These cancellations are given out in order of urgency so it is very important for you to inform our staff as to the urgency so that we may triage appropriately.

#### **When you Arrive**

When you arrive for your appointment please present to reception to notify the team you have arrived.

**If reception staff are unaware you have arrived, you may miss your appointment and have to rebook your appointment.**

Please present your Medicare card, pension card and/or health care card if you have one.



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**MITCHELL**  
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**Website: [www.cwaatsich.org.au](http://www.cwaatsich.org.au)**



Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health Ltd (CWAATSICH) is a Community Controlled Primary Health Care Service.

# **NEW PATIENT INFORMATION**



Please inform us if you think you may be infectious and we will take you to a consult room where you can rest more comfortably until you see

## Charleville & Western Areas Region

Charleville and Western Areas Aboriginal and Torres Strait Islander Community Health Limited (CWAATSICH Ltd) is a not-for-profit company established by the Aboriginal and Torres Strait Islander community of the Charleville and Western Areas Region to provide comprehensive primary health and social and emotional wellbeing services.

### Our Position Statement

As the lead agency in health, we partner with all stakeholders and communities to genuinely close the gap and improve life expectancy for Aboriginal and Torres Strait Islander Australians.

### Our Values

The traditional values of **Caring, Sharing** and **Respect** form the foundation for our organisation.

We **care** for the physical, spiritual, cultural, emotional and social well-being of our people.

We **share** our passion, time, resources, skills and knowledge to optimise health outcomes for our people.

We **respect** the cultural integrity, diversity, rights, views, values and expectations of our people.

CWAATSICH operates across the various Traditional Owner groups encompassing the towns Roma, Mitchell, Quilpie and Charleville surrounding areas.

### DID YOU KNOW?

We are funded through the Department of Health to provide services to members of our Aboriginal and Torres Strait Islander Community across our service area.

We report quarterly against the National Key Performance Indicators and we provide our services through our CWAATSICH Model of Care.

As a patient of our clinics you will be required to participate in your health and well being through:

- ⇒ Regular attendance to manage a chronic disease and prevent/ reduce secondary complications
- ⇒ To participate in regular screenings as a patient at one of our clinics
- ⇒ To respond to requests to attend the clinic for follow up activities
- ⇒ To notify us if you cannot make a booked appointment

Our commitment to you is:

- ⇒ To provide consistent and regular services by trained health Professionals
- ⇒ To ensure our service and services are compliant with Australian health standards
- ⇒ To listen to your suggestions and ideas to improve our services
- ⇒ To improve the way we do business to meet the primary health care needs of our community

### New Patient Wait List

Due to high demand as a new client you will may be added to a waitlist and scheduled an appointment in the next few weeks.

#### Please note as a new patient you will have...

A long appointment for the initial consultation (1 hour)

A new registration package given to you by our Reception Team

(included in the pack is a Request for Medical Information so that we can obtain your medical history)

**Please note: Our GP's do not prescribe Schedule 8 drugs at a first consultation.**

#### Consultation Types

To suit patient needs, we offer 3 levels of appointment times.

Standard Appointment	20 minutes
Long Appointment	40 minutes
Extended Consultation	60 minutes

It helps us if you can give our Reception Team an idea of your needs when booking your appointment. The TEAM will ask if you require a short or long appointment.

Longer appointment times are required for:

- Minor surgical procedure or biopsy
- Commercial Vehicle Licence Exams
- Mirena Removal or Insertion
- Chronic Disease Management
- 715 Health Checks
- 721/723/732 Health Checks
- GPMP Reviews
- Mental Health Care Plans
- Multiple Problems/Requests