

## CWAATSICH SERVICES

### Chronic Disease Management Programs

- Diabetes Services
- Heart Health
- Eye & Hearing Health
- Health/Outreach Programs
- Healthy Outback Kids Program
- Dreamt Dementia Program
- Child & Maternal Health Services

### Healthy Lifestyle Programs

- Deadly Choices Tobacco Prevention
- Safety & Well-Being
- Breakfast Club in Schools
- Deadly Choices Programs in Schools
- Nukal Murra Health Support Services
- IAS - Project Engagement Programs
- Good Quick Tukka Healthy Food Program
- Elder's Seniors Games

### Visiting Specialist/ Services

- Optometrist
- Goolburri Dental Services
- I.D.E.A.S Van
- SWHHS Midwife Service
- Podiatrists
- Exercise Physiologist
- Dietician
- IROC Paediatric Respiratory Team
- Respiratory Physician
- Physiotherapist
- Occupational Therapist
- Speech Therapist

Please enquire at reception about other visiting specialists or services available.



### CHARLEVILLE

#### Head Office

94 Edward Street  
Charleville QLD 4470  
PO Box 445  
Phone: (07) 4654 3277  
Fax: (07) 4654 3332

### ROMA

60A Charles Street  
Roma QLD 4455  
PO Box 914  
Phone: (07) 4622 4237  
Fax: (07) 4622 1299

### QUILPIE

49 Brolga Street  
Quilpie QLD 4480  
PO Box 119  
Phone: (07) 4656 1391  
Fax: (07) 4656 2027

### MITCHELL

46 Cambridge Street  
Mitchell QLD 4465  
PO Box 190  
Phone: (07) 4623 1011  
Fax: (07) 4623 1786

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



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



## Clinic Information Brochure



## 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

## GP Visiting Hours

### Charleville, Roma & Quilpie:

Monday to Friday: 9:00am – 5:00pm

### Mitchell:

Monday to Thursday: 8:30am - 4:00pm

GP visiting days may vary due to the availability of General Practitioners.

Contact your local service to confirm GP Service days.

Standard consultations for doctor's appointments are 15 minutes.

Long consultations are available as required.

## Home Visits

- ◆ Where safe and reasonable, our clinic staff make visits to our regular patients in their homes.
- ◆ All patients are made aware that home and other visits are a suitable care alternative that is available both within and outside normal opening hours.
- ◆ That the provision of a home or other visit is determined by the patient meeting pre-determined eligibility criteria.

## 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.

## 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.

<b>Charleville Hospital</b>	07 4621 2200
<b>Mitchell Hospital</b>	07 4623 1277
<b>Quilpie Hospital</b>	07 4656 0100
<b>Roma Hospital</b>	07 4624 2700

## CWAATSICH Transport Services

CWAATSICH provides a transport service for clients as per the transport policy guidelines and eligibility criteria.

## Advice/Test Results

- ⇒ All patients are strongly encouraged to follow up on their test results.
- ⇒ Our staff will often call you to organise review of your results as per the GP's request, however we encourage patients to take an active role in managing their own health.
- ⇒ We are guided by our GP's individual policy with regards to speaking to an individual via the phone

## Referrals

Appointments are required for referrals to specialists and hospitals. Under Medicare law it is illegal to backdate referrals and therefore our doctors cannot do this.

After the doctor has completed the referral letter, and advice given re any possible out of pocket expenses, our staff will forward the request through to the specialist / hospital.

## Reminders

- Our practice is committed to preventative health care and the ongoing management of your health.
- To enable us to do this most efficiently our practice 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 this with your doctor.

## 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	\$130.00
Level A Consultation <15mins	\$ 25.00
Level B Short Consultation <20mins	\$ 40.00
Level C Long Consultation >20mins	\$ 75.00
Level D Long Consultation >40mins	\$ 110.00

All fees are payable at the time of your consult no account will be issued.

## Your feedback

- 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.
- Should 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)