

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
- Deadly Choices 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
- Physiotherapist
- Sonographer
- Audiologist
- Psychologist
- Credentialed Diabetes Educator



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

Email: charleville@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, Roma & Quilpie:

Monday to Friday: 8.30am— 5.00pm

In Mitchell:

Tuesday and Thursday: 8:30am - 4:00pm

(Clinic opening hours and GP visiting days at our outreach clinics will vary due to availability and COVID-19 Pandemic restrictions)

(Contact your clinic to confirm open and for GP Service days.)

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 staff 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 our patient meeting 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, All patients are strongly encouraged to follow up on their test results as
- ⇒ Occasionally, results will be given to the patient by their treating GP over the phone. This will be determined by the GP upon reviewing the results. 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 a patients mailing address requesting they contact the clinic to make an appointment.
- ⇒ Should a patient need to speak with a GP or clinical staff, the urgency of their request will be assessed by the receptionist using the standardised phone triage protocols. We are guided by our GP's individual 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 transport policy guidelines and eligibility criteria.

Referrals

Appointments are required for referrals to specialists and hospitals. Under Medicare law it is illegal to backdate referrals and therefore our GP's will not do this.

Please be aware referrals may have cause you to have out of pocket expenses, however we will try to minimise this by booking your appointments through services that bulk bill and 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 staff 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 GP family

Dr Julia Fielding / Dr Victor Pillay / Dr Zowie Bailey

Our visiting locum GP's

Dr Julia Carr / Dr Peter Ryder / Dr Shannon Springer

Dr Fred Bott / Dr Sam 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
- If you feel that your health concerns have not been addressed appropriately, you may contact the Health Ombudsman

at www.oho.qld.gov.au