

Durri Aboriginal Corporation Medical Service

ABN 52 730 046 875 ICN 27



15 – 19 York Lane
(PO Box 136)
Kempsey NSW 2440
Phone: (02) 6560 2300
Fax: (02) 6562 7069

Information for Patients

CLINIC HOURS: Monday Tuesday Thursday Friday 8.45am to 4.30pm

Wednesday 9.30am to 4.30 pm

Closed on Saturday, Sunday and Public Holidays

This practice has a no smoking policy.

Appointments:

Durri ACMS clinic has a combination of “drop in” appointments and booked appointments.

Emergencies will always be given priority and our reception staff will advise you if there is any unforeseen delay.

Every effort will be made to accommodate your preferred Doctor.

Longer consultation times are available, so please ask our receptionists if you require some extra time when booking your appointment.

Should the practice be unable to see you we operate a referral system to other providers who may be able to assist.

If you or a family member requires an interpreter service, we can organise this for you.

Care Outside Normal Opening Hours Arrangements:

In an emergency phone the NSW Ambulance Service on 000.

Durri ACMS has a formal agreement with the Local Health District in relation to afterhours care.

Please contact:
Kempsey District Hospital on phone (02) 6561 2600

For telephone advice about non-urgent health matters contact;

Healthdirect Phone **1800 022 222** (free call from landline)

Telephone Access:

Telephone advice is available from the Clinic Nurses who will liaise with the Medical Staff and make necessary arrangements.

Home and other visits:

Home visits by Doctors are not generally available at this practice unless clinically indicated i.e.: palliative care. Considerations for home visits are at the discretion of the doctor.

Fees and billing arrangements:

This practice bulk bills however there may be a cost associated with some external services such as some investigations or referrals to specialists. Some financial support may be available (subject to eligibility criteria) to assist with these expenses from Durri ACMS.

Getting the results of tests and procedures:

The clinic will make every effort to contact you in the event of abnormal test results. You can assist us by making sure your contact details are up to date. Test results will not be given out over the phone.

Reminder and Recall System:

Our practice is committed to preventive care. Your doctor will seek your permission to include you on our reminder system. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor know.

Management of your Personal 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 authorised members of Clinical Staff. Management of your personal information is governed by the *Health Records and Information Privacy Act 2002*.

If you wish to transfer your health records to another health service provider, please arrange this with your new provider, we will forward a summary of your information upon receipt of a written authority to transfer your records.

Your rights:

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or other staff member. Durri ACMS has a formal complaints management process. If you prefer to write to us please address any correspondence to the CEO. We take your concerns, suggestions and complaints seriously. If you believe that your complaint is too serious to be dealt with locally then contact the Health Care Complaints Commission ph. 1800 043159 (free call from landline)

Our rights:

Staff at Durri have a right to a safe workplace. Abusive, obscene or aggressive behaviour and language will not be tolerated and will be dealt with under a policy of zero tolerance.

For information about which days particular Doctors are on duty please enquire at reception.

Other Services available at Durri ACMS:



Some of these services offer outreach clinics and home visits.
For further enquiries, please speak with Reception.