



WALGETT ABORIGINAL MEDICAL SERVICE LIMITED

ACN 605 822 339 ABN 78 014 990 451

37 Pitt St (P.O Box 396) WALGETT NSW 2832

Phone: (02) 6820 3777 Fax: (02) 68281201

Web: www.walgettams.com.au

WAMS PATIENT INFORMATION SHEET

Doctors

Dr Martin Jodlowski-Tan – Chief Medical Officer
Dr Salman Ahmed – General Practitioner
Dr Manori Malawaraarchchi – General Practitioner
Dr Vallipuram Thayaparan – General Practitioner
Dr Karin Jodlowski-Tan – GP Consultant

Dental Team

Dentist - Dr Mohammad Qasim
Dental Therapist – Lynne Turner
Dental Consultant – Dr Sandra Meihubers
Dental Team Leader / Receptionist – Kayla Thurston
Dental Assistants – Sarah Dowse, Alyssa Walford, Gail Kennedy

Consulting Hours

Monday to Friday 9.00am - 5.00 pm
Closed for lunch 1.00pm - 2.00 pm

Visiting Specialists

Audiologist
Australian Hearing
Cardiologist
Dermatologist
Diabetic Educator
Endocrinologist
Gynaecologist
Midwifery & Ante-Natal Clinics
Optometrist
Podiatrist
Psychologist
Physiotherapist
Radiographer
Respiratory Specialist
Speech Therapy
Sexual Health Nurse

The Practice Team

Practice Manager – Jessie Richardson
Practice AHW – Whitney Skuthorpe
Practice Nurse – Cherin Singh
Dispensary Assistant – Phillip Dowse
Receptionist – Katherine Thurston, Mary Sands
Administration Assistant – Karen Rutterman
Transport Driver – Richard Sharpley
Transport Coordinator – Phillip Dowse

After hours care

All Emergencies – dial 000
Contact Walgett Multi Purpose Service
02 6828 6000

Hearing Impaired (AUSLAND)

1800 246 945

Translation Services

Interpreter Service
1300131 450

Consultations

A standard consultation is 30 minutes
If you require longer, please advise Reception staff

Home visits

If clinically appropriate,
home visits can be made by
our staff, ring 68203777

Smoking Policy

WAMS is a smoke free-work environment with a
smoke free zone of up to fifteen (15) metres from
any of WAMS premises

INFORMATION ABOUT US

"Health Is Life Is Health"

The National Aboriginal Health Strategy Working Party, (1989), defined health as: "Not just the physical well-being of the individual but the social, emotional, and cultural well-being of the whole community. This is a whole-of-life view and it also includes the cyclical concept of life-death-life."

WAMS aims to be a Centre of excellence that provides a quality service to our clients. In order to accomplish this we maintain accreditation with both the Quality Improvement Council of Australia for the overall Service re-accreditation plus WAMS Dental Clinic. For the GP clinic WAMS is accredited with General Practice Association (GPA). WAMS strive to be a welcoming, community focused organisation delivering culturally appropriate services and programs aimed at improving the health and wellbeing of the Aboriginal Community. We have been open in Walgett since 1986 at which time the Board of Directors moved resolution to treat ALL people, and that has been the case since then.

Fees

If patients are not holders of Health Care Card or Pension Card then charges do apply for the Dental Service.

Billing arrangements

WAMS is a bulk billing service, all GP services provided to Medicare and DVA cardholders will be bulk billed. All non Medicare/DVA services, such as Workers compensation, Insurance forms and Medicals, are payable by the respective organisations. Non GP services provided by visiting specialists, allied health personnel may attract a fee which is payable according to the terms of the service provider

Appointments

GP appointments can be made by calling **0268 203 777**. For Allied Health / Specialist appointments ring **0268 203 701**. Every attempt will be made to accommodate your preferred GP, date and time. Emergency presentations will be triaged by an appropriately trained health professional.

WAMS offer and provide

Aboriginal Maternal Infant Health Strategy (AMIHS Program)		
Aboriginal Health Workers	Aboriginal Outreach Worker	Allied Health Services
Dental Assistants	Dentist	Dental Therapist
Dispensary	Dietitian	Drug & Alcohol
Ear Health	Eye Health	Family Support Program
Family Centred Primary Health Care Program (FCPHC)		Family Health
Goonimoo Children's Mobile Services		Healthy For Life Program
Men's Health	Mental Health	Murdi Paaki Drug & Alcohol
Public Health Worker	Social & Emotional Wellbeing (SEWB)	

Repeat Referrals and Prescriptions

Repeat Referrals and Prescriptions will only be issued through consultation with your GP

Tel 0268 203 777 Fax 0268 281 201 Web: www.walgettams.com.au

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Transport

Transport can be provided to Elders, ill patients, children having immunisation and scheduled appointments to Specialists through AMS GP's only. Driving restrictions are enforced during summer and winter months

WAMS Complaints process

Talk to the worker concerned; or Talk to another worker if you do not feel safe talking to the worker concerned; or put your complaint in writing or phone the Chief Executive Officer if it is urgent; or Contact the Health Care Commission (HCC) NSW, Locked Bag 18, Strawberry Hills, NSW 2010; Free Call – 1800 043 159

Procedural results or Tests

Your GP will advise you when they expect your results to be lodged electronically to WAMS. Patients are requested to book a GP appointment for their results

Phone calls to the GP

Reception staff will note all incoming calls but will not interrupt the GP when in consultations. The GP will be given the message and will respond accordingly. A

Emergency calls

In the event of an emergency situation your call will always be put through to a clinically appropriate staff member this may be the Practice Nurse or GP or you may be advised to contact 000 for further ongoing treatment and management

Recall system

WAMS is committed to Preventative Care and may send you a reminder notice so your health care needs can be followed up (WAMS Policy – 3 reminder letters)

Personal information

To provide the best care WAMS need to update your personal information. Details include Medicare Card Number, Pension and Health Care Card details, DVA information, Home address, PO Box number, Phone numbers, Date of Birth, Allergies, Next of Kin, Relevant Health History and current medication. Your personal information is for WAMS records and is **NOT** released to other organisations unless you consent to it.

Clients rights and responsibilities

Clients of Walgett Aboriginal Medical Service will be informed of their rights and responsibilities through a brochure, which will be freely available to clients. Information will also be placed in a prominent place in the waiting room.

Patient access to their personal health information

In accordance with state and federal privacy regulations, it is the policy of this clinic not to transfer medical records unless a signed request form is received from the patient requesting the transfer

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