

## Management of patient health information

To provide the best care, WAMS will routinely be asking for your personal information to ensure we have your details up to date. This will include asking for your full name, date of birth, contact phone number and address every time you present to WAMS or speak with our staff. We will also request your Medicare Card, and Pension and Health Care Card details as necessary.

We are committed to maintaining the confidentiality of your health information. Any personal information is obtained for the good of your health care only. We will not release any personal information without your consent.

## Patient feedback and complaints

WAMS welcomes any compliments, concerns, feedback or suggestions about its services. If you wish to provide feedback, please either speak to one of our staff or complete a patient feedback form located in reception. WAMS will endeavour to respond to any complaints within 14 days.

Alternatively, you can complete an online feedback form available on our website or scan the QR code below to share your experience at WAMS.



You can also contact the NSW Health Care Complaints Commission on: 1800 043 159 (free call)

or writing to:  
HCCC NSW  
Locked Bag 18  
Strawberry Hills NSW 2012

## Get In Touch With Us

 **PH: 02 6820 3777**  
 **FAX: 02 6828 1201**

 [reception@walgettams.com.au](mailto:reception@walgettams.com.au)

 **37 Pitt Street, Walgett NSW 2832**

 [www.walgettams.com.au](http://www.walgettams.com.au)

**MONDAY - FRIDAY  
9AM-1PM & 2PM-5PM**

**OUR DOCTORS**  
**DR NINA DOWLING**  
**DR RICHARD BAKER**

### After Hours Care

For all emergencies dial 000 or contact Walgett Multi-Purpose Service on 02 6817 9400

### Our Services

GP Clinic, preventative health screening, chronic disease management, child health and immunisations, dental, family health, sexual health, mental health support, drug and alcohol counselling, antenatal and post-natal care. Allied Health Services including podiatry, speech therapy, occupational therapy, psychology, optometry, audiology, dietetics, Goonimoo Mobile Children's Playgroup, and various visiting specialists.

### Telehealth Services

Our practice provides telephone to patients that have physically attended the practice in the last 12 months.

**Health is Life is Health**



# Patient Information Brochure

**For the Community  
By the Community  
Since 1986**



Design is of an artwork by Frank Wright, proudly of the Eualaraay nation.  
Artwork is called "My Home, My Land" and was created in 2021.

Copyright of the artwork remains with the artist who kindly provides permission to WAMS to showcase his work.

## About Us

WAMS has been open in Walgett since 1986. We aim to provide a quality service to our clients. We 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 will however treat ALL people, irrespective of their indigenous status.

## Appointments and Consultations

GP appointments can be made by contacting reception. A standard consultation is 30 minutes long. If you require a longer appointment, please inform reception staff. You have the right and are encouraged to participate in decisions about your healthcare during your consultation.

## Walk-In Appointments

You will be triaged by a nurse who will determine whether you can be fitted in with a GP without a prior appointment. Not all patients who get triaged will be able to see the GP on the day of presentation unless clinically indicated.

## Aboriginal Health Worker (AHW) Support

If you wish to have an AHW present during your appointment, this can be arranged.

## Home Visits

Home visits are not routinely performed. All patients are directed to contact the Walgett Emergency Department on 02 6817 9400 or dial 000

## NDIS Provider

WAMS is a registered NDIS provider. If you would like to access supports using your NDIS plan, please ask the reception staff for an "NDIS Intake Form".



## Communication Policy

Incoming calls for a GP will be passed on to the GP who will respond accordingly. Reception staff will not interrupt the GP when in consultations unless it is urgent. In the event of an emergency, your call may be put through to a clinically appropriate staff member OR the receptionist may be required to contact 000 on your behalf. WAMS is not responsible for any costs incurred by calling an ambulance. This practice does not accept e-mails as a legal form of contact. Any e-mails received regarding medical symptoms or conditions will be asked to contact the practice via telephone.

## Recalls and Reminders

We will contact you to make an appointment with the GP if there are results that need to be discussed. This may be in the form of a recall letter, SMS or phone call. Results will not be given over the phone unless a booked phone consultation appointment is made.

We may send you reminders for preventative health screening that is appropriate to your care. Results from screening tests are shared with national registers. If you do not wish to be a part of our reminder system, or do not want any information released to national screening registers, please inform staff.

## Transport

Transport will be provided for those patients unable to access WAMS services. Out-of-town transport to specialist services can be provided as far as Orange or Tamworth, ONLY for regular WAMS patients who have been referred by a WAMS GP. Please speak to our reception staff for more information.

## Fees and billing arrangements

WAMS GP, allied health and specialist services are all bulk billed for anyone with a valid Medicare card. Dental fees are dependent on your Health Care Card or Pension Card status.

Some referred services may incur a fee, and you will be informed of this at the time of referral.

Work Cover, NDIS and employment medicals will be invoiced accordingly.

## Translation Services

If you require communication assistance, such as interpreting services, please inform reception staff when you are making your appointment.

Our staff use a range of communication assistance services to assist with either a language barrier or patients with a disability.