

CENTRE INFORMATION SHEET

Clinic Hours

Monday – Thursday

9:00am – 5:00pm

Please Note: Phones operate 9:00am – 4:30pm for bookings and enquiries.

General Practitioners

Dr Laura Brien

Dr Jirina Petro

Dr Kristen Pigram

Dr Alison Seccull

Dr Brigid Skipper

Dr Joanne Walker

Dr Helena Johnston

Mental Health Nurse

Usa Adams

Women's Health Physiotherapist

Sarah Brown

Dietitian

Rebecca Vaschak

Women's Health Nurses

Berry Jones

Laetitia Stahlhut

Lisa Sing

Health Promotion

Rebecca Vaschak

Clinic Co-ordinators

Cherie and Julie

Receptionists

Kym, Cathie & Robyn

MAKING APPOINTMENTS

Appointments can be made by phoning the Centre from Monday to Thursday during opening hours or you may visit us in person to book. Consulting hours are generally between 9am-3.30pm.

Each appointment is for one person. If you have other family members who require medical attention, please make a separate booking. We have varied appointment types, if you require a longer appointment, telephone consult or mirena etc please advise Reception staff when booking.

On most days the doctors/nurse have bookings available. Please ring the Centre early (9am) for an on the day appointment, or visit us in person. We will endeavour to provide walk in appointments if practitioner's have availability.

If all doctors are fully booked and you have an urgent issue, please advise Reception so arrangements can be made to deal with the medical issue in a timely manner. If you receive a text message to confirm an appointment, please respond as soon as possible.

We request at least **24 hours notification when cancelling an appointment** so as not to disadvantage other women and the Centre. Failure to notify the Centre of your inability to attend may limit our ability to offer you another appointment and incur a cancellation fee.

CONSULTATION & PROCEDURE COSTS

	Fee	Medicare Rebate
Standard Consultation	\$64.75	\$39.75
Intermediate/New Patient Cons.	\$101.95	\$76.95
Long Consultation	\$138.30	\$113.30
Pre Pregnancy Planning	\$165.00	\$113.30
Mirena Insertion	\$180-230	Varies
Mirena Removal	\$101.95	\$76.95
Implanon Insertion	\$100.65	\$71.80
Implanon Removal	\$156.00	\$131.00
Implanon Replacement	\$192.10	\$163.25
Hormone Implant	\$106.75	\$76.95
Dietitian (Initial Consultation)	\$95.00	EPC \$56.00
Dietitian (Subsequent Consult)	\$70.00	EPC \$56.00
Physiotherapist (Initial Consult.)	\$105.00	EPC \$56.00
Physiotherapist (Sub. Consult)	\$80.00	EPC \$56.00
Nurse CST	\$15.00	n/a
Cancellation/DNA Fee Psychology	\$50.00	n/a


Patients under 18, over 65 years and concession card holders are bulk billed for medical consultations. Other services may attract a concessional fee. To help cover consumable costs, all procedures will incur a fee. We offer EFTPOS facilities and in most cases can send your claim to Medicare for overnight processing.



Coffs Harbour Women's Health Centre

45-53 Little Street, Coffs Harbour NSW 2450

P: 0266 528 111 E: whc@genhealth.org.au

 Coffs Harbour Women's Health Centre



CENTRE INFORMATION SHEET

AFTER HOURS CARE

If you require medical attention outside of the Centre's operating hours, please report to:

Emergency Department, Coffs Harbour Health Campus

Pacific Highway, South Coffs Harbour

Phone: 6656 7000

IN AN EMERGENCY PHONE 000

Hotlines

Blue Knot Foundation - Trauma 1300657380

1800RESPECT (Sex Assault, Domestic and Family Violence) 1800737732

Family Planning NSW Talkline 1300658886

Marie Stopes – Pregnancy Choices 1300863549

Women's Resource Centre 66529944

Breastfeeding Association 1800686268

Butterfly Foundation(Eating Disorders) 1800334673

For after hour medical advice patients may call the

After Hours GP Helpline on 1800 022 222.

A Registered Nurse will discuss your symptoms and provide advice. If required, the Nurse may offer a call back or a video call from a GP who will provide further medical assessment and treatment advice. This is a free Government service.

For more information visit: www.healthdirect.org.au/gphelpline

MEDICAL CERTIFICATES

Legally, a Doctor cannot write a medical certificate to cover time off which they have no knowledge of. If you require a medical certificate, you must present early in the illness and discuss this with the Doctor.

FORMS

If you have a form that requires completion by the Doctor, then an appointment is required. This will allow the Doctor time to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

TELEPHONE CALLS/EMAILS

If you would like to speak to your Doctor or one of our Women's Health Nurses, please phone the Centre and give the Receptionist as much information as possible. A message is sent to the respective Doctor or Nurse who will return your call at a time convenient to them. Emails are checked daily and responded to as required, please allow 24 hours for a response, if the matter is **urgent please call the Centre.**

GP REGISTRARS

Dr Pigram is an accredited Supervisor for GP Registrars. The Centre looks forward to introducing Registrars to the service in the future.

IMMUNISATIONS

Adult immunisations and/or vaccinations are recommended to be undertaken by your usual GP, we do not provide this service at our Centre.

INFECTIOUS DISEASES – Including COVID-19

Any patient who thinks they might have an infectious condition such as Covid-19, or have travelled out of the area and developed a cough, or other flu like symptoms are required to notify Reception staff prior to their arrival at the Centre. A telephone consultation may be organised if you have visited the Centre in the last 12 months.

SCRIPTS

No script will be written without a Doctor's consultation, including medications that you are repeatedly prescribed. If you have visited the Centre in the last 12 months you are able to book a telephone consultation.

Our Centre uses E-Scripts which are electronically sent to you either by SMS or email to be taken to your Pharmacy for dispensing or you can upload to your Medication phone app. (Please ask Reception for further details if required)

TEST RESULTS, INVESTIGATIONS AND REPORTS

If you have undergone any tests or procedures, you may be required to make a follow up appointment to discuss your results with your Doctor. If you have been referred to a Specialist you may also be requested to make an appointment with your Doctor to discuss the correspondence.

Our Centre is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition. If you do not wish to participate in this system, please advise your Doctor or our Reception staff.

HEALTH ASSESSMENTS/CARE PLANS

Please contact your usual GP to discuss annual health assessment and care plans.

HOME VISITS

The Centre does not provide home visits, please speak to your usual GP who may offer this service.

ANTI-DISCRIMINATION POLICY

No patient, new or existing to our Centre, will be refused access to medical care from a Doctor based on gender, age, religion, ethnicity, sexual orientation or medical condition.


All Doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.



Coffs Harbour Women's Health Centre

45-53 Little Street, Coffs Harbour NSW 2450

P: 0266 528 111 E: whc@genhealth.org.au

 Coffs Harbour Women's Health Centre



CENTRE INFORMATION SHEET

YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of the Coffs Harbour Women's Health Centre to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Your explicit consent is required for the transfer of any personal health information.

Under the Privacy Act 1988 you have the right to access the information contained in your health record and may request a copy of your client file. All requests must be in writing and under the Privacy Act the Centre has up to 30 days to respond to your request. However, these are generally actioned in a shorter timeframe.

Please see Office of Australian Information Commissioner website below for further details on how to request access: <https://www.oaic.gov.au/privacy/health-information/access-your-health-information/>

In some instances, de-identified personal health information may be used for carrying out public health or other medical research/training or reporting to our funding bodies. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles available at:- <https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/>

The Women's Health Centre Privacy Policy is displayed in the Reception area and is available on request.

PRACTICE ACCREDITATION

The Centre is accredited with Quality Practice Accreditation to the RACGP 5th Edition Standards. This accreditation is conducted every 3 years and we hold certification through until July 2025.

This accreditation ensures we deliver a high standard of quality care to all our patients. As part of this process, you may be asked to complete a patient survey form giving feedback on your experience at our practice. This information is confidential.

MY HEALTH RECORD

Please advise our Doctors if you wish a summary of your records to be uploaded to your My Health Record.

All Australians had a My Health Record created from 30 January 2019 unless they opted out.

INVOLVEMENT IN OUR ORGANISATION & SERVICE

Coffs Harbour Women's Health Centre is run by a non-for-profit organisation called GenHealth. We value the contribution of those who seek our services at all levels including membership on our Board of governance and providing feedback on the design and delivery of our services.

If these things interest you, please see The Practice Manager or Clinic Coordinator.

INVOLVEMENT IN YOUR CARE

The Centre encourages all patients to have an active role in their health care by telling us about your health and wellbeing goals. We can then discuss ways in which we can support these.

We also encourage family and friends to be involved and support your health care choices and journey. If you want to bring a support person with you to your appointment, please let us know so we can ensure we provide sufficient time and space for you both.

FEEDBACK

We value your opinion and welcome any suggestion you have that may improve the service we provide.

Please give us your feedback by mail or email. Addresses are noted on the front of this information sheet. Alternatively, you may wish to speak to your Doctor or the Practice Manager/ Clinic Coordinator.

COMPLAINTS

If you have any complaints about the way the practice manages your information, or the way the staff or doctors have treated you, please discuss it with our Practice Manager or Clinic Coordinator who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

You may lodge your complaint in writing, by email, or verbal contact. Our addresses and phone numbers are listed at the top of this information sheet. Complaints lodged in writing or by email should be marked "Confidential – Practice Manager/CEO"

If you feel we have not dealt with your concern appropriately, then you can contact the Health Care Complaints Commission (HCCC). Details:

Ph: (02) 9219 7444

Toll free (NSW) 1800 043 159

Email: hccc@hccc.nsw.gov.au

Fax: (02) 9281 4585

www.hccc.nsw.gov.au

Level 12, 323 Castlereagh St
Sydney NSW 2000

CENTRE INFORMATION SHEET

Available Services

- CONTRACEPTION
- MIRENA and IMPLANON
- BREAST CARE
- MENSTRUAL ISSUES
- PELVIC PAIN/ENDOMETRIOSIS
- PERI/MENOPAUSE
- PREGNANCY/FERTILITY/FAMILY PLANNING
- SEXUAL HEALTH
- UTI
- OSTEOPOROSIS
- PROLAPSE/CONTINENCE (PHYSIO)
- CERVICAL SCREEN TEST
- VULVA DISORDERS
- WOMEN'S MENTAL HEALTH ISSUES
(anxiety, post-natal depression)
- POST NATAL
- PARENTING CONCERNS
- DECREASED LIBIDO
- CONCERN WITH PARTNER RELATIONSHIPS
- PROBLEMS WITHIN YOUR HOME ENVIRONMENT
- LOSS OF SELF IDENTITY
- PATIENT EDUCATION
- CST
- WOMEN'S HEALTH NURSE CONSULTATIONS
- DIETITIAN CONSULTATIONS
- HEALTH PROMOTION (Workshops/Yoga)

Please note some services may **not be covered by Medicare
- please check with our Reception staff.*

Interpreter Appointments:

Interpreting services can be arranged for you if you do not speak English, the primary language of our Centre's team. Please advise our Receptionists if you would like an interpreter for your consultation and we will do our best to accommodate your needs.

Medical Consultations:

Our female Doctors are trained in Women's Health. We recommend patients who consult our Doctors also have their own GP for other medical/general health conditions as these services are not provided at our Centre.

Dietitian:

Advice on weight management, diabetes, eating disorders, food allergies and general healthy eating.
(Referral may be required)

Physiotherapist (Women's Health):

Provide consultations for continence, pelvic floor, pelvic pain, pre and post pregnancy issues.

Health Promotion:

Offering a variety of group workshops, yoga and information sessions. Current sessions posted on Facebook and Instagram:



Coffs Harbour Women's Health Centre



ch_womens_health_centre

our web site: www.genhealth.org.au
(new website coming with rebranding...)

or by phoning our Health Promotion Line
Mobile no: 0434 775559.