

Confidentiality

The Centre has a firm policy on confidentiality to protect our clients and their information. All staff is required to sign a confidentiality statement at time of employment

Limits of Confidentiality

There are specific instances where confidentiality around a specific matter cannot be maintained.

There is mandatory reporting to the Dept. of Family and Community Services of anyone under the age of 16 years if there is suspected abuse or risk of harm.

Your medical record can also be subpoenaed by the court system.

After Hours Services

Coffs Harbour Health Campus
Pacific Highway
6656 7000

In an emergency phone 000

Hotlines

Blue Not 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 Assoc.	1800686268
Butterfly Foundation Eating Disorders	1800334673



Find us at:



Coffs Harbour Women's Health Centre

Coffs Harbour Women's Health Centre is a not for profit organisation supported by funding from the Mid North Coast local Health District. We provide services to women across their lifespan with a focus on those most at risk in our community.

We have charity status and any donation over \$2 is a tax deduction



Information for Clients

Your Rights and Responsibilities



45 – 53 Little Street
Coffs Harbour, NSW 2450

02 6652 8111

Monday to Thursday
9am to 5pm

Security of Information at this Centre

The Centre now maintains its records on a computerised client record system. All systems are secured by password and protect your information from unauthorised access.

Your access to your health information

You have access to the information contained in your client record under the Privacy Act. You can request a copy of your client record. The Centre requires 5 working days notice for this process. Depending on what is involved you may be asked to contribute to the cost of providing this information.

If you require your records to be sent to another GP you will need to sign a release form.

How To Make A Complaint

If you think something has gone wrong while you have been using a health service you have the right to complain.

First you should inform people in the Centre about the incident, where it occurred and with whom it occurred, as soon as possible.

You can write, make verbal contact or see the people directly responsible for your health care whether it concerns a practitioner, or other member of staff.

If you are not satisfied after following up your complaint contact the CEO or Chair of the Board of Management, either in writing or verbally. Contact details are located at front of brochure. If submitting complaint in writing please mark correspondence CONFIDENTIAL.

If you are still not satisfied after following up your complaint contact the Health Care Complaints Commission either in writing or verbally.

Health Care Complaints Commission
<http://www.hccc.nsw.gov.au/Contact-Us/Contact-Us2>
1800 043 159

Services We Provide

Medical Consultations

Our female doctors are trained in Women's Health and see women for a range of women's health issues.

Providing sexual and gynecological health, cervical screening, breast checks, STI's, pregnancy and fertility, menopause, contraception, depression and anxiety, eating disorders.

We recommend that women wanting to see our doctors still have their own GP's for other medical conditions.

Women's Health Nurses

Registered Nurses with Family Planning qualifications.

Providing cervical screening, breast checks, pregnancy tests, STI testing. Information on contraception, menopause and sexual health.

Dietitian

Available by appointment only.

Advice on weight management, diabetes, eating disorders, food allergies and general healthy eating.

Physiotherapist (Women's Health)

Available by appointment only. Advice on continence, pelvic floor, pelvic pain, pre and post pregnancy issues.

Psychologist

Available by appointment only. Referral needed.

Health Promotion

Offering a variety of group workshops and information sessions. Information about these workshops can be found on Facebook, our web site www.genhealth.org.au or by phoning our Health Promotion line on **0434 775 559**

Domestic and Family Violence Program

Coming soon domestic and family violence support workers on site.



All practitioners, dietician, physiotherapists and psychologists are seen by appointment only. Appointments can be made by phoning the Centre on 6652 8111 or by visiting the Centre. Fees apply, please discuss at time of making an appointment.

List of services and fees are on counter in reception.

We ask our clients to give us **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.

Our GPs may be contacted by phoning the centre during business hours. A message will be taken by reception and passed on to the doctor.

All tests are confidential. Our doctors and nurses will discuss with you how and when you will receive results. All urgent results will be followed up with you directly.