

## CENTRE INFORMATION SHEET

[www.healthvoyage.org.au](http://www.healthvoyage.org.au)

ABN 73 738 289 843, ACN 665 916 227

### Clinic Hours

Monday to Thursday: 9am - 5pm

Friday: 8.30am - 3pm

Phones operate 9am - 4.30pm Mon to Thurs and  
9am - 3pm Friday for bookings and enquiries.

### General Practitioners

Dr Laura Brien

Dr Milli Kelly

Dr Jirina Petro

Dr Kristen Pigram

Dr Alison Seccull

Dr Brigid Skipper

Dr Joanne Walker

### Women's Health Physiotherapist

Mel Couper

### Dietitian

Rebecca Vaschak

### Women's Health Nurses

Berry Jones

Laetitia Stahlhut

Lisa Sing

### Health Promotion

Jen Williams

### Centre Manager

Julie Chakos

### Clinic Co-ordinator

Cherie Latham

### Receptionists

Kym, Robyn, Mel, Victoria

### Endometriosis/Pelvic Pain

#### Clinic Coordinator

Lisa Sing (RN)

### MAKING APPOINTMENTS

Appointments can be made by phoning the Centre during opening hours or you may visit us in person to book. Consulting hours are generally between 9am-4.00pm.

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

Fees From 02/01/2024	Fee	Medicare Rebate
Standard Consultation	\$75.00	\$41.40
Intermediate/New Patient Cons.	\$115.00	\$80.10
Long Consultation	\$160.00	\$118.00
Pre Pregnancy Planning	\$165.00 - \$250.00	\$117.40
Mirena Insertion	\$250.00	\$155.15
Mirena Removal	\$115.00	\$80.10
Implanon Insertion	\$110.00	\$74.75
Implanon Removal	\$170.00	\$135.10
Implanon Replacement	\$205.00	\$168.45
Dietitian (Initial Consultation)	\$110.00	EPC \$58.30
Dietitian (Subsequent Consult)	\$80.00	EPC \$58.30
Physiotherapist (Initial Consult)	\$110.00	EPC \$58.30
Physiotherapist (Sub. Consult )	\$80.00	EPC \$58.30
Nurse CST	\$15.00	n/a
Cancellation/DNA Fee	\$20-\$50.00	n/a

We are a mixed billing Practice. 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.



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### AFTER HOURS CARE

If you require medical attention outside of the Centre's operating hours please contact your regular GP or these services are available:

#### **Coffs Harbour Urgent Care Clinic**

Free to all Medicare card holders

Available 7 days a week from 8:00am to 6:00pm.

Located at Level One of the Specialist Medical Centre, 343-345 Pacific Hwy, Coffs Harbour. Please call [\(02\) 6602 9780](tel:0266029780) to confirm clinic availability.

#### **Mid North Coast Virtual Care**

Phone: 6589 2515 7 days a week 8am – 4.30pm

Access to GP's, Nurse, Allied Health Professionals to assist with respiratory, gastro and other viral illnesses, prescriptions, help finding a GP or health service.

#### **Emergency Dept. Coffs Harbour Health Campus**

Pacific Highway, Coffs Harbour.

ED operates 24 hrs/day. Phone: 6656 7000

**IN AN EMERGENCY PHONE 000**

### Hotlines

<b>Blue Knot Foundation - Trauma</b>	<b>1300657380</b>
<b>1800RESPECT (Sex Assault, Domestic and Family Violence)</b>	<b>1800737732</b>
<b>Family Planning NSW Talkline</b>	<b>1300658886</b>
<b>Marie Stopes – Pregnancy Choices</b>	<b>1300863549</b>
<b>Women's Resource Centre CH</b>	<b>66529944</b>

For **after hour medical advice** patients may call the **Health Direct Helpline on 1800 022 222 (Free Service)**

Registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do. For more information visit: [www.healthdirect.org.au/gphelpline](http://www.healthdirect.org.au/gphelpline)

### MEDICAL CERTIFICATES & FORMS

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.

If you have a form that requires completion by the Doctor 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

Telephone messages for practitioners will be taken by reception and passed on to the doctor/nurse. Your call will be returned when time permits. Emails are checked daily and responded to as required, response is usually within 2 working days, if the matter is **urgent please call the Centre**.

*Electronic Communications policy on our website or see reception.*

### HOME VISITS

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

### IMMUNISATIONS

Adult immunisations and/or vaccinations are recommended to be undertaken by your usual GP.

### 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. You can also 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/outcome.

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.

### 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@healthvoyage.org.au](mailto:whc@healthvoyage.org.au)



Coffs Harbour Women's Health Centre



[coffs\\_harbour\\_womens\\_health\\_centre](https://www.healthvoyage.org.au/coffs-harbour-womens-health-centre/)

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### 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 5<sup>th</sup> 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 Health Voyage. 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 Centre 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 Centre Manager/ Clinic Coordinator.

### COMPLAINTS

If you have any complaints about the way our Centre manages your information, or the way the staff or doctors have treated you, please discuss it with our Centre 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 – Centre Manager"

If you feel we have not dealt with your concern appropriately, then you can contact the Health Care Complaints Commission (HCCC) Ph: (02) 9219 7444

Toll free (NSW) 1800 043 159

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Fax: (02) 9281 4585

[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

Level 12, 323 Castlereagh St Sydney NSW 2000



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### Available Services

- CONTRACEPTION - MIRENA and IMPLANON
- BREAST CARE
- MENSTRUAL ISSUES
- ENDOMETRIOSIS & PELVIC PAIN
- PERI/MENOPAUSE
- PREGNANCY/FERTILITY/FAMILY PLANNING
- SEXUAL HEALTH & UTI
- OSTEOPOROSIS
- PROLAPSE/CONTINENCE (Physio)
- CERVICAL SCREEN TEST (Pap Smear)
- 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
- 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.

*The Coffs Harbour Women's Health Centre was established in 1986 providing support to women by women. We are 1 of 21 WHC funded throughout NSW. The Centre is funded through Mid North Coast Local Health District, we work collaboratively on projects and health care services with the LHD. Our Endo/Pelvic Pain Clinic is funded through Healthy North Coast (PHN) and we were one of 22 clinics nationwide to receive funding for this project until mid 2026.*

### **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, endo/pelvic pain diet, food allergies and general healthy eating.  
(Referral may be required – see Reception for further information)

### **Physiotherapist (Women's Health):**

Provide consultations for pelvic pain and continence issues.

### **Health Promotion:**

Offering a variety of group workshops, yoga and information sessions. Educational groups are also conducted throughout the year, some require referral from our doctors.

Current sessions posted on Facebook and Instagram:



Coffs Harbour Women's Health Centre



[ch\\_womens\\_health\\_centre](https://www.instagram.com/ch_womens_health_centre)

our web site: [www.healthvoyage.org.au](http://www.healthvoyage.org.au)

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