

Confidentiality

The Centre has a firm policy on confidentiality to protect our clients and their information. All staff are required to sign a confidentiality statement at time of employment. For further information see Reception for a copy of our Privacy Policy, also available on our Website.

After Hours Services

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 on the day [\(02\) 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 Department, Coffs Harbour Health Campus, Pacific Highway, Coffs Harbour operate 24 hrs/day, 7 days/week. Phone: 6656 7000

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. Visit their website:

www.healthdirect.org.au/gphelpline

IN AN EMERGENCY PHONE 000



trading as Coffs Harbour
Women's Health Centre



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Coffs Harbour Women's Health Centre



[coffs_harbour_womens_health_centre](https://www.instagram.com/coffs_harbour_womens_health_centre)

For further information about our services and clinicians visit our website -

<https://healthvoyage.org.au/coffs-harbour-womens-health-centre/>

Coffs Harbour Women's Health Centre is a not-for-profit organisation supported by funding through the Mid North Coast Local Health District. Our Endometriosis and Pelvic Pain services are funded through Healthy North Coast. We provide services to women across their lifespan with a focus on those most at risk in our community.

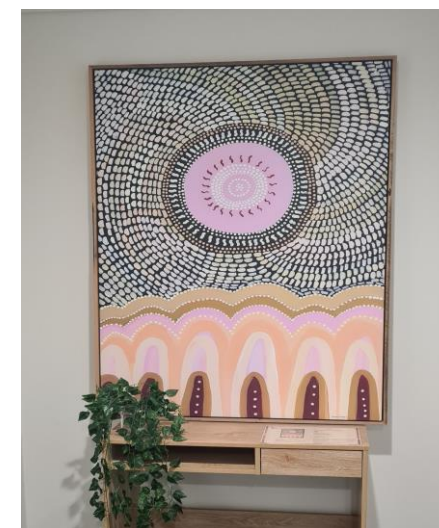


We have charity status and any donation over \$2 is a tax deduction

We would like to acknowledge the Gumbaynggirr people who are the traditional custodians of this land on which we work and live. We would like to pay our respects to the Elders past, present and emerging.



**Information for Clients
Your Rights and Responsibilities**



**Address: 45 – 53 Little Street
Coffs Harbour, NSW 2450**

Phone: 02 6652 8111

Email: whc@healthvoyage.org.au

Opening Hours:

Monday – Thursday 9am to 5pm

Friday 9am to 3pm

Closed Weekends and Public Holidays

Accredited by





Appointments, Billing, General Info:

All practitioners are seen by appointment only. Appointments can be made by phoning the Centre on 6652 8111 during opening hours or by visiting the Centre in person.

Interpreting services can be arranged for you if you do not speak English, please advise our reception team if you require an interpreter.

We ask our clients to give us **24 hours' notice when cancelling an appointment** so as not to disadvantage other women and the Centre. Failure to notify/attend may limit our ability to offer you another appointment.

We are a mixed billing practice and offer bulk billing for pension and health care card holders for medical consultations. Dietitian and Physiotherapist consultations attract a fee. See reception for further billing information.

Telephone message for practitioners will be taken by reception and passed on to relevant GP/ Nurse who will respond in a timely manner. Emails are monitored daily, we endeavour to respond to emails within 2 working days.

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.

Services We Provide

Medical Consultations

Our female doctors are trained in Women's Health and see women, and those who identify as female, for a range of women's health issues including sexual and gynecological health, cervical screening, breast checks, STI's, pregnancy, fertility, menopause, contraception, post-natal depression, and anxiety, eating disorders, endometriosis and pelvic pain.

We recommend patients consulting our doctors have their own GPs for other medical conditions as we do not provide general medical services.

Women's Health Nurses & Clinicians

Registered Nurses and Midwives with Family Planning qualifications. Providing cervical screening, breast checks, pregnancy tests, STI testing, pregnancy care. No-fee consultations for education/chats re: contraception, menopause, sexual health etc available. Speak to our friendly reception team for further information.

Dietitian

Available by appointment only. GP Care Plan required for Medicare claiming, private patients accepted (no referral required). To claim a Medicare rebate, you require a referral under an Eating Disorder Plan or Team Care Arrangement from your GP. Support available for disordered eating and eating disorder recovery, nutrition for conception, pregnancy, post-partum, endometriosis and PCOS.

Physiotherapist (Women's Health)

Bookings only available with referral from our Centre's clinicians. GP Care Plan required for Medicare claiming. Advice on continence, pelvic floor, pelvic pain, pre and post pregnancy issues, prolapse and pessary care. We also provide Physio appointments for Endometriosis and Pelvic Pain Clinic patients.

Health Promotion

Offering a variety of groups, workshops and health awareness/education sessions. Information about these workshops can be found on [Facebook](#), [Instagram](#) and our web site: <https://healthvoyage.org.au/coffs-harbour-womens-health-centre/whats-on/> or call our Health Promotion line on **0434 775 559**

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 record; we require 14 working days' notice for this process. 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, available at reception.

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. 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 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