

## CENTRE INFORMATION SHEET

### Clinic Hours

**Monday to Thursday: 9am - 5pm**

Phones 9-4.30 Mon/ Thurs

**Friday: 9am - 3pm**

Phones 9am- 3pm Friday

No phones 12-1pm daily(lunch)

### General Practitioners

Dr Laura Brien  
Dr Kristen Pigram  
Dr Joanne Walker  
Dr Jirina Petro  
Dr Micah Truant  
Dr Milli (Jane) Kelly  
Dr Emma McQuillan  
Dr Brigid Skipper  
Dr Claire (Katheryn) Cooper

### Women's Health Nurses/Educators

Berry Jones  
Mel Nelson  
Laetitia Stahlhut

### Midwife/WH Clinician

Erica Smart

### Centre Manager

Julie Chakos

### Clinic Co-ordinator

Cherie Latham

### Reception/Admin Team

Kym, Robyn, Mel, Cathy

### Project Officer

Sharna Waugh

### Health Promotions

Jen Williams  
Shelly Scott

### Women's Health Physiotherapist

Heidi Mortimer & Danille McMahon

### Dietitian

TBC

### Clinical Psychologist

Emily Stokes

### Accredited MH Social Worker

Narelle Derrig

### Pelvic Health Educator

Kay Fairweather (no outside referrals)

### Endometriosis & Pelvic Pain (EPP) Clinic

Program manager - Heidi Mortimer  
Intake appointments - Erica & Mel  
GP's - Laura, Jo, Kristen & Brigid  
Physio - Heidi, Danielle & Mel Couper  
Dietitian - Faye  
Pelvic Health Educator - Kay Fairweather

### MAKING APPOINTMENTS

Appointments can be made by phoning the Centre during opening hours or you may visit us in person to book, **we do not make appointments via email**. Consulting hours are generally between 9am-4.00pm Monday to Thursday and 9am-2pm Friday.

Each appointment is for **one person only**. If you have other family members requiring medical attention, please make separate appointments. 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 doctors and nurses have bookings available. Please ring the Centre early to arrange an 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 (SMS) 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 01/11/2025	Fee	Medicare Rebate
Short Consultation	\$85.00	\$43.90
Standard Consultation	\$130.00	\$84.90
Long Consultation	\$175.00	\$125.10
Pre-Pregnancy Planning	(36) \$175.00 (44) \$250.00	\$125.10
Mirena Insertion	\$365.00	\$268.50
Mirena Removal	\$130.00	\$84.90
Implanon Insertion	\$110.00	\$79.20
Implanon Remove/replace	BB	BB
Nurse CST	\$20.00	n/a
Dietitian	\$110.00	EPC \$61.80
Physiotherapist 1hr/30mins	\$110.00- \$80	EPC \$61.80
Physiotherapist 4/12 pessary	\$65.00	EPC \$61.80
Ante Natal Midwife 1hr	\$145.00	\$73.75
Ante Natal Midwife 30 min	\$70.00	\$32.10
Ante Natal 45mins	\$110.00	\$73.75
Post Natal Midwife routine	\$130.00	\$108.40
Post Natal Midwife 30 mins	\$70.00	\$53.00
MTops Midwife +follow up	\$130.00	\$73.75

We are a mixed billing Practice. Payment is required at time of appointment including phone appts. Patients U18, O65 years and concession card holders are bulk billed for medical appts. Procedural appts may attract a fee this is to help cover consumable costs.EFT facilities available and Medicare rebate automatic to Medicare for processing.

## CENTRE INFORMATION SHEET

### AFTER HOURS CARE

If you require medical attention outside of the Centre's operating hours, please contact your **regular GP** or

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

Free to all Medicare card holders

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

Located at Level One of the Specialist Medical Centre, 343-345

Pacific Hwy, Coffs Harbour. Please call [\(02\) 6602 9780](tel:(02)66029780) to

confirm clinic availability.

#### **Mental Health Centre Coffs Harbour**

Free to all Medicare holders No referral needed, over 18 access to mental health, provide immediate support to

reduce stress [1800 595 212](tel:1800595212)

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

Access to GP's, Nurse, Allied Health Professionals to provide

advice or assistance over the phone [\(02\) 6589 2515](tel:(02)65892515)

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

Pacific Highway, Coffs Harbour.

ED operates 24 hrs/day. Phone: [\(02\)6656 7000](tel:(02)66567000)

**IN AN EMERGENCY PHONE 000**

### Hotlines

Coffs Harbour Mental Health 1800595212 or 56424060

Blue Knot Foundation - Trauma 1300657380

Sex Assault, Domestic & family violence 1800737732

Family Planning NSW Talk line 1300658886

Women's Resource Centre Warrina 66529944

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 GP cannot write a medical certificate to cover time off, of 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 a GP, please request a longer appointment to allow the GP time to discuss the form with you. Our GP'S are unable to complete Centrelink forms you will need to see your regular GP.

### TELEPHONE CALLS & EMAILS

Telephone messages will be taken by reception and passed on to the GP/nurse. Your call will be returned when time permits.

Emails are checked regularly and responded too in a timely manner, usually within 2 working days. If the matter is

**"URGENT "please call the Centre during phone business hours, as we do not make appointments via email.**

*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

The Centre does not offer immunisations. Adult immunisations and 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, cold or flu-like symptoms or have travelled out of the area and developed a cough, 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 may be able to book a phone 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 GP. If you have been referred to a Specialist, you may also be requested to make an appointment with your GP to discuss any 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 reception staff or your GP.

### HEALTH ASSESSMENTS/CARE PLANS

Please contact your usual GP to discuss any annual health assessment and or 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 age, religion, ethnicity, sexual orientation.

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

## CENTRE INFORMATION SHEET

### YOUR HEALTH INFORMATION

Your medical record is a confidential document. The policy of Coffs Harbour Women's Health Centre is to always maintain personal health information 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 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 30<sup>th</sup> June 2028.

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 on our iPad or be given a form to provide 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 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 completing survey, mail or email. Addresses are noted on the front of this information sheet. Alternatively, you may wish to speak to your Doctor, Centre Manager or 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 our Clinic Co-ordinator, 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 address and phone number are listed at the top of this information sheet. Complaints lodged in writing or by email should be addressed to "**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](https://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
- ☐ ENDOMETRIOSIS & PELVIC PAIN-EPP CLINIC
- ☐ PERI/MENOPAUSE
- ☐ PREGNANCY/FERTILITY/FAMILY PLANNING
- ☐ SEXUAL HEALTH & UTI
- ☐ OSTEOPOROSIS
- ☐ PROLAPSE/CONTINENCE (Physio)
- ☐ CERVICAL SCREEN TEST CST (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 patients whose first language is not English. Please advise our reception team if you require an interpreter for your consultation, we will do our best to accommodate your needs.

### Medical Consultations:

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

### Women's Health Nurses (WHN) and Midwife:

Provide sexual health education, STI testing, CST's, menstrual issues and other women's health problems. Our midwife is also available for pre- and post-natal checks as well as pregnancy consultations, breast feeding issues.

### Physiotherapists:

Provide consultations for pelvic pain, prolapses, continence issues, as well as part of the EPP program.

### Pelvic Health Educator:

Education session for EPP patients providing resources and information relating to pelvic health.

### Accredited MH Social Worker:

Our GP's refer patients who require further mental health services within our practice (such as trauma or post-natal depression.)

### Accredited Clinical Psychologist:

Providing a neuroaffirming approach in supporting women through a range of challenges, particular interest in past trauma and navigate challenges associated with neurodivergence. Patients will need a referral from GP.

### 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)

### Health Promotion:

Offers a variety of group workshops, yoga, mindfulness, Information/ educational sessions which are conducted throughout the year, some may require a referral from a WHC GP. 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.