

## YOUR HEALTH INFORMATION

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. 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. For further information see reception for a copy of our Privacy Policy, also available on our website.

## AFTER HOURS SERVICES

- **Medicare Urgent Care Clinic Coffs Harbour**
  - Free to all Medicare Card holders.
  - Open 7am to 7pm 7 days a week.
  - Location at Level 1, Specialist Medical Centre, 343 Pacific Highway, Coffs Harbour
  - Phone: 02 66029780
- **Mid North Coast Virtual Care**
  - Access to GP's, Nurses, Allied Health
  - Can assist with respiratory, gastro and other viral illnesses, prescriptions.
  - Open 8am – 4:30pm 7 days a week
  - Phone: 02 6589 2525
- **Health Direct Helpline (free service)**
  - Phone: 1800 022 222
  - 24 hours day -7 days a week
  - Registered Nurses available to provide advise when you're not sure what to do.
- **Emergency Department, Coffs Harbour Health Campus**
  - Phone: 02 6656 7000
  - 24 hours day -7 days a week
  - Pacific Highway Coffs Harbour

**IN AN EMERGENCY PHONE 000**

**COFFS HARBOUR WOMEN'S HEALTH CENTRE** is a not-for-profit organisation supported by funding through the Mid North Coast Local Health district. Women's Health NSW, the statewide peak body representing 21 women's health centres, whose leadership provides a strong collective voice for the sector. Through advocacy, policy leadership, research and workforce development, Women's Health NSW plays a pivotal role in ensuring women's health remains visible, valued and embedded within the broader health system.

The Coffs Harbour Endometriosis and Pelvic Pain Clinic services are funded through Healthy North Coast our local Primary Health Network (PHN).

Our Centre delivers accessible, trauma informed and culturally safe care to women and gender diverse people in every stage of life.



**We have charity status – any donation over \$2.00 is tax deductible.**

## FOLLOW US:



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www.facebook.com/coffshwhc



healthvoyage.org.au/coffs-harbour-womens-health-centre/



## Information for Clients Your Rights and Responsibilities



**Gumbaynggirr Country  
45 – 53 Little Street  
Coffs Harbour, NSW 2450**

**Phone: 02 6652 8111**

### Opening Hours:

Monday – Thursday 9am to 5pm

Friday 9am to 3pm

Closed Weekends and Public Holidays



*We would like to acknowledge the Gumbaynggirr people who are the traditional custodians of this land. We pay our respects to the Elders both past, present and emerging.*



## APPOINTMENTS, BILLING, GENERAL INFO

All practitioners are seen by appointment only. Bookings can be made by phoning the Centre on 02 66528111 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 hrs notice when cancelling an appointment so as not to disadvantage other women. Failure to notify/attend may limit our ability to offer you another appointment and cancellation fee may apply.

We are a mixed billing practice and offer bulk billing for pension, health card holders, students, U18's, Refugee and Aboriginal and Torres Strait Islander clients. Care plans for Medicare Rebate are required for Physiotherapist and Psychology appointments. See reception for further billing information.

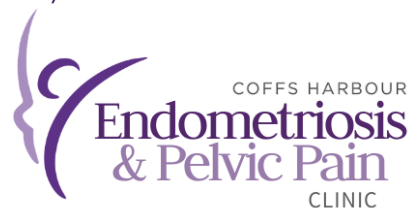
Telephone messages for practitioners will be taken by reception and clinicians will respond in a timely manner. Emails are monitored daily; usual response time is within 2 working days.

All patients are required to have their own regular GP as we do not provide after hours care, home visits, care plans, consults for general health issues, immunisation, Centrelink certificates etc

## OUR SERVICES

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

- CONTRACEPTION - MIRENA and IMPLANON
- BREAST CARE
- MENSTRUAL ISSUES
- PERI/MENOPAUSE
- PREGNANCY, FERTILITY, FAMILY PLANNING, POST-NATAL (GP's and Midwife Available)
- STI SCREENING & UTI
- OSTEOPOROSIS
- CERVICAL SCREEN TEST CST (Pap Smear)
- VULVA DISORDERS
- WOMEN'S MENTAL HEALTH ISSUES (anxiety, post-natal depression)
- MTOPs (Medical Termination of Pregnancy)
- DECREASED LIBIDO
- CONCERN WITH PARTNER RELATIONSHIPS
- PROBLEMS WITHIN YOUR HOME ENVIRONMENT
- LOSS OF SELF IDENTITY
- WOMEN'S HEALTH NURSE CONSULTATIONS/PATIENT EDUCATION (Sexual Health/Periods)
- WOMEN'S HEALTH PHYSIOTHERAPISTS (Prolapse/Continence/Pelvic Pain)
- HEALTH PROMOTION (Workshops/Yoga/Education & Events)
- ENDOMETRIOSIS & PELVIC PAIN (Multi-disciplinary clinic with Nurse, Physio, GP, Pain Educator)



## 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 to provide feedback, information collected is confidential.*

## FEEDBACK & COMPLAINTS

We value your opinion and welcome any suggestion you have that may improve the service we provide. Feedback forms and surveys are available from Reception and QR codes in waiting area to scan and provide feedback.

If you have any complaints about the way our Centre manages your information, or the way the staff or clinicians have treated you, please discuss it with our Centre Manager who can refer you to the most appropriate course of action. You may lodge your complaint in writing, by email, or verbal contact. See reception for further details.

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

*Address: Level 12, 323 Castlereagh St Sydney NSW 2000*

## ANTI-DISCRIMINATION POLICY

No patient, new or existing to our Centre, will be refused access to medical care based on age, religion, ethnicity, sexual orientation. All Clinicians and staff are expected to treat patients with the same respect, courtesy, politeness and understanding, always.