

## COMPLAINTS AND FEEDBACK

If you have a problem we would like to hear it. We take complaints very seriously and will endeavour to respond to your query or situation promptly, professionally and in a courteous manner.

There are several options when making a complaint or providing feedback, such as:

1. Talk to one of our staff who will assist you with our complaints and feedback process

2. Put it in writing and address to:

Chief Executive Officer – Yulu-Burri-Ba  
Aboriginal Corporation for Community Health  
PO Box 154, Dunwich QLD 4183

OR

Place your written complaint in the suggestion box located at Reception

3. If you wish to take the matter further and feel you need to discuss the matter outside of the surgery you may contact the:

⇒ Office of the Health Ombudsman  
⇒ Post: PO Box 13281, George Street  
BRISBANE QLD 4003

⇒ Phone: 133 646

⇒ Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

### PRIVACY STATEMENT

This Clinic collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. These records are the property of the Clinic, and to obtain a copy of these records completion of a "transfer of records" form will require your signature. Our policy is to release the medical records to the medical Centre that you will be transferring to. The doctor can authorize a copy of your records. If you require your records from your Doctor or wish to discuss these records this can also be discussed with your Doctor.

## Yulu-Burri-Ba

Aboriginal Corporation for Community Health

### North Stradbroke Island

16 Dickson Way Dunwich QLD

PO Box 154 Dunwich QLD

PHONE: (07) 3409 9596

CLINIC FAX: (07) 3409 9417

ADMIN FAX: (07) 3409 9009

### Opening Hours

Monday to Friday 7:30am to 4:30pm

Closed Saturday and Sunday

[www.ybb.com.au](http://www.ybb.com.au)

### After hours care

Marie Rose Centre (07) 3409 9059

13 HEALTH (13 43 25 84)

In case of an emergency dial 000

### Goal

To enhance the health and well being of the Aboriginal and Torres Strait Islander people and their families of Redland Bay & Surrounding areas through the provision of a safe, friendly, confidential and culturally appropriate quality primary health care service that recognises community participation.



## Yulu-Burri-Ba

Aboriginal Corporation  
for Community Health

## North Stradbroke Island Clinic

Phone: (07) 3409 9596

Fax: (07) 3409 9417



### Yulu-Burri-Ba provides

- GP services
- Clinical nurses
- Aboriginal Health Worker
- Community Liaison Officer
- Social Health
- Care Coordination
- Transport
- Health Checks
- Pap smears
- Immunisations
- Pregnancy shared care
- Wound care
- Minor skin excisions
- Freezing therapy (warts, sunspots)
- Pathology
- Medicals

### Allied health and visiting specialists:

- Dietitian
- Diabetes Educator
- Physiotherapist
- Ear, Nose & Throat Specialist
- ATODS
- Reflexologist
- Optometrist
- Hearing Health
- Respiratory Nurse
- Podiatrist
- Addictions Medicine
- Geriatrician
- Paediatrician
- Psychology
- Counselling

### Programs we have available:

- Various youth programs
- Smoking cessation
- Walking group
- Play & Learn Straddie (PALS)
- Work it Out
- Mallara Umphie Men's Shed
- Maroomba Milbool Women's Group
- Vacation Care
- Youth Programs

### MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Management of your personal health information is treated with the strictest confidence. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

### THIRD PARTY CONSENT

You are welcome to have a support person with you in your consultation.

We provide training for various clinic positions including medical, nursing & aboriginal health workers students. We will ask for your permission for students to be present during your consultations.

### PATIENT CONSENT

This Clinic participates in the National, State, Territory Reminder systems. If you do not wish to participate please advise us accordingly. You do have an option and this is noted on the bottom of your Patient Health Summary. Reception staff are available for more information if required.

### INTERPRETER SERVICE

An Interpreter service is available for those patients who may require assistance. If this service is required please speak with our reception staff who will be eager to assist you.

### RESULTS/RECALLS/REMINDERS

Patients will need to make an appointment with their doctor or another doctor at this practice to obtain their results. Due to the "privacy act" we are unable to give this information out over the telephone. However, if these results are abnormal we will contact you.

### TRANSPORT

Transport is available for certain patients who meet the current transport policy. Please ask reception when making an appointment.

### APPOINTMENTS

Please telephone (07) 3164 5800 to arrange an appointment. Every effort will be made to accommodate your preferred time and Doctor. Longer consultations are available if needed. Walk in appointments are accepted however booked appointments and emergencies will always take first priority.

### TELEPHONE ACCESS

Doctors of this practice may be contacted during normal surgery hours. Your call will be transferred through to a doctor or nursing staff in a case of an emergency. After hours messages will be taken and returned at the earliest convenience. Please remember in a case of an emergency please call 000 or after hours service (National Home Doctors Service) on 13 7425. This applies to after normal clinic hours, and they will assist you.

### HOME VISITS

Home visits are offered on the basis of clinical needs.

### AFTER HOURS ARRANGEMENTS

After hours please contact the Marie Rose Centre on (07) 3409 9059. This service provides 24 hour care.

Alternatively phone 13 HEALTH (13 43 25 84)  
In case of an emergency dial 000

### FEE POLICY

The Doctors at this Practice bulk-bill all patients. However, we do ask that you bring your Medicare Card, Health Care Card and a pension card if you have one. If you are not a holder of a current Medicare Card there will be a fee.