

Complaints and Feedback

We take complaints very seriously and endeavour to respond to your query or situation promptly, professionally and in a courteous manner. The following describes the usual flow of the complaint system:

1. Talk to one of our staff who will assist you with our complaints process.
2. Please forward your complaint in writing to: CEO at Yulu-Burri-Ba OR Place in our "Suggestion Box" located at Reception.

Results

Yulu-Burri-Ba operates a recall system for patients undergoing clinical investigations. Patients may be contacted and asked to attend their principal doctor.

Results will not be given over the phone for confidentiality reasons. You will require a follow up appointment with your doctor to discuss results.

Triage

In all cases, please see the receptionist upon entry to the medical centre, so she/he may assess your needs or check you in. If you are experiencing any of the following, inform the receptionist without delay:

- Chest pain
- Difficulty breathing
- Bleeding
- Convulsions
- Vomiting

**This practice is smoke free environment.
Please refrain from smoking on premises
including car park and surrounding
areas.**

Yulu-Burri-Ba

Aboriginal Corporation for Community Health

16 Dickson Way Dunwich QLD
PO Box 154 Dunwich QLD

Phone: (07) 3409 9596

Clinic Fax: (07) 3409 9417

Admin Fax: (07) 3409 9009

E-mail: david.collins@ybb.com.au

Opening Hours

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

**Closed Saturday and Sunday
Appointments Required**

www.ybb.com.au

Goal

To enhance the health and well-being of the Aboriginal and Torres Strait Islander people and their families of North Stradbroke Island, and the Bayside/Redlands area through the provision of a safe, friendly, confidential and culturally appropriate quality primary health care service that recognises community control and participation.

Statement of Intent

To work co-operatively with strategic partners and the local community to support and maintain equity and equal opportunity for Aboriginal and Torres Strait Islander people in accessing culturally appropriate primary health care services that seek to respond to the needs of Aboriginal and Torres Strait Islander people.



Yulu-Burri-Ba

Aboriginal Corporation
for Community Health

North Stradbroke Island



Other services available:

- Dietitian
- Diabetes Educator
- Home Medicine Review
- Optometrist
- Hearing Health
- Men's Shed
- Youth Program's
- Women's Group
- Respiratory Nurse
- Podiatrist
- Addictions Medicine
- Vacation Care Program
- Geriatrician
- Paediatrician
- Psychology
- Counselling

Services provided:

- Health Checks (long appointment needed)
- Pap smears
- Immunisations
- Pregnancy shared care
- Wound care
- Minor skin excisions
- Freezing therapy (warts, sunspots)
- Blood tests
- Medicals (long appointment needed)
- ECG's / 24 hour Blood Pressure Monitor
- Mental Health
- Smoking Cessation

Appointments

Give us a call and make an appointment. Standard appointment times are 20 minutes. Longer appointments are available on request.

Fees and Billing arrangements

This surgery operates by bulk billing patients, including Veteran Affairs card holders. Please bring your Medicare, Healthcare and Pension cards with you to all appointments.

After hours care

When the surgery is closed, please contact the Marie Rose Centre on (07) 3409 9059. This system provides 24 hour care for clients, alternatively you can phone 13 HEALTH.

Home visits

Home visits are available for regular patients of this practice whose condition prevents them from attending the surgery. Home visits must be confirmed with the receptionist upon booking an appointment and are dependant on time and location.

Telephone access

You can contact staff in this practice by telephoning during normal surgery hours. The doctor may not be able to speak to you at this time, however they will return your call as soon as possible.

Reminder system

Updating your personal details at reception will ensure you are kept informed if you require a follow-up appointment or recall. Some state and federal reminders are sent to the surgery also. If you do not wish to be a part of our routine recall system please notify front reception.

Privacy Policy

It is the policy of Yulu-Burri-Ba to maintain confidentiality of personal health information at all times. We ensure that this information is handled and stored to protect the privacy of patients, and is only available to authorised members of staff.

A copy of our Privacy Policy is available upon request.

Your Rights

If you have a problem we would like to hear it. Please feel free to talk to your doctor or receptionist. You may prefer to write it to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel you need to discuss the matter outside of the surgery there are several options available including the Medical Registration Board, AMA or Health Quality and Complaints Commission.

Health Quality and Complaints Commission
GP Box 3089, Brisbane QLD 4001
Regional free call number: 1800 077 308

Clinical Branch

All clients are to be screened by a nurse or Aboriginal Health Worker when coming to see a Doctor. If you require referrals you will likely need a completed Health Check with the doctor first.

We have the following doctors available:

- Dr Sofia Bernadi
- Dr Ian Butler
- Dr Kathy Brotchie
- Dr Deepa
- Dr Marie Carmody-Morris

We are a teaching practice and may have Medical Students helping with your care. If you do not wish to have a Medical Student involved, please notify your doctor.

Other staff available

1. Clinic Aboriginal Health Worker (AHW)
2. Child & Maternal Health Nurse
3. Chronic Disease Nurse
4. Registered and/or Endorsed Enrolled Nurse
5. Counsellor & Social Emotional Health AHW
6. Receptionist
7. Allied Health Coordinator
8. Outreach/Transport

- **Island** - This service is available for regular clients residing in Dunwich to assist clients getting to the centre. Appointments are required. Please refer to Transport Brochure

- **Mainland** - provides transport to medical appointments on the mainland. Eligibility is assessed on a case by case basis. Appointments required.

For more information please contact centre reception.