



# Yulu-Burri-Ba

Aboriginal Corporation for Community Health



WELCOME TO  
**YOUR CLINIC**

INFORMATION FOR PATIENTS

## Welcome to your Clinic

Our health services extend beyond a doctor's visit as every effort is made to deliver innovative ways of working with the community to improve health outcomes. We offer a comprehensive range of medical and allied health services to our community. The information in this brochure will help you get the best out of your appointments.

### Appointments

Appointments can be made by calling your closest clinic or by dropping in and having a yarn with our reception team. Clinic contact details can be found on the back of this brochure. We do our best to accommodate your preferred time and do offer longer appointments when needed. We do our best to accommodate walk in appointments however prioritise booked appointments and emergencies.

#### Attending Appointments

When you arrive at the clinic make sure to check in with the reception team. You will be asked to provide identifying information to make sure we are accessing your patient record. We ask you these questions to ensure correct patient identification to protect your privacy and ensure patient safety.

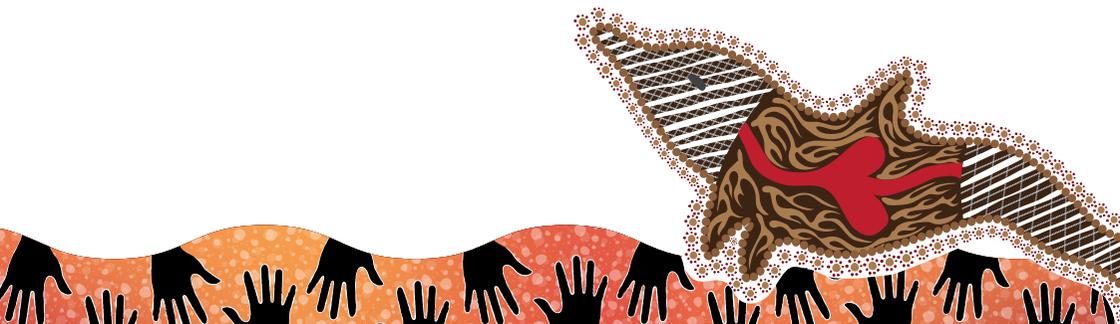
If you are unable to attend your scheduled appointment please phone us and let us know. This will help us offer the appointment time to another patient on the waitlist. Help us stay in touch by regularly updating any contact details that might have changed.

#### Our Fees

Our clinics Bulk Bill Medicare card holders. This means that there will be no out of pocket expense to you.

Make sure that you bring along your Medicare card, health care card, pension card DVA card every time you visit your clinic.

Access to services that are not covered by Medicare might attract a nominal fee. Please check with your clinic if this applies.



## Our opening hours

Your Clinic main hours are:

**Monday – Friday | 8.30 am – 4.30pm**

Some of our clinics have extended opening hours. Please contact the clinic directly or visit our website **[www.ybb.com.au](http://www.ybb.com.au)**

## After Hours Appointments

### Redlands and Bayside

We provide after hour services through 13Sick National Home Doctor. To make an appointment call **13 74 25**.

For more information go to **[www.homedoctor.com.au](http://www.homedoctor.com.au)**.

## North Stradbroke Island

After hours services are provided by Marie Rose facilities located at 36 Oxley Parade, Dunwich and can be contacted on **(07) 3409 9059**.

## Home Visits

Home visits are offered on the basis of clinical need that is determined by the treating team. Have a talk to your Doctor to determine if you are eligible.

Always remember if it's an emergency call **000**.

## Contact with Your Clinic

Our doctors may be contacted during normal clinic hours. In the case of an emergency your call will be transferred to the doctor or nurse. Otherwise a message will be taken and returned as soon as possible.

Remember in an emergency always contact call **000**.

For after hours contact 13Sick National Home Doctor **13 74 25**.

## Transport Services

Transport is available for certain patients who meet the eligibility criteria. Please ask reception when making an appointment or read a copy of our transport brochure.



### Getting the results of tests or procedures

If your doctor has asked you to have some tests done, it is important that you make an appointment to review the test results. The doctor will advise you when they expect results to arrive at the clinic. As a general rule you will need to phone us and make an appointment to discuss your results. Giving results in person is the safest medical practice. We apologise for any inconvenience this may cause. If there are no concerns with your test results, you will not receive a call from our clinic. However, if your results are abnormal we will contact you and ask you to make an appointment with one of our doctors.

### Reminders and recalls

Our clinics are committed to preventative care and we may send you reminder notices or practice information from time to time. These are often part of national, state and territory reminder systems. This is a free service. If you do not want to receive a reminder letter please notify reception staff so that we can take you off the reminder list. We may also contact patients that require review as a recall. All contact relating to recall patients is documented in the patient file for future reference. Patients contacted as part of a recall are strongly advised to attend follow up appointments. If the review is urgent one of our nurses or doctors will contact you.

### Pathology

If you need pathology tests these will be organised by our nursing staff and health workers. Couriers collect from our clinics on a regular basis throughout the day. Pathology services are also located nearby and your treating team will direct you to these services if needed.

### Third party consent

You are welcome to have a support person with you in your consultation. We may make a note in your medical record that you attended your appointment with a support person. Also, we provide training for medical and nursing students. We will ask your permission for students to be present during your consultation.



## Your medical records

Your medical record is the property of our clinics. We want to ensure that you can continue to get properly looked after if you move to another doctor so we will do our best to transfer your records quickly once we have your written consent to do so. To get a copy of your medical record, or any part of it, we need to check your identity and get consent from you, preferably in writing. Your doctor is able to discuss your medical record with you and can authorise the release of your records.

## Interpreter service

An interpreter service is available for those patients who may require assistance. If you need an interpreter please speak with our reception staff.

## We Value Feedback

Our clinics seek and respond to our patients' feedback on their experience of our practice and care so that we can provide the best possible service.

Do you have any suggestions on how we could improve our care or services that you'd like to give feedback on? We would love to hear your feedback or suggestions and there are several ways you can do this!

You can provide feedback in the clinic using the feedback devices located in the reception area, alternatively you can provide feedback online at [www.ybb.com.au/contact-us/feedback/](http://www.ybb.com.au/contact-us/feedback/) or email [feedback@ybb.com.au](mailto:feedback@ybb.com.au)

Your comments are always treated in confidence.

## Your privacy is important

Your medical record is a confidential document. It is our policy to maintain security of your personal health information at all times and to ensure that this information is available only to authorised members of staff. A copy of our privacy policy, which includes information about how to request access to your own personal health information, can be obtained at reception and is also available on our website. Our clinics collect personal health information and safeguards its confidentiality and privacy in accordance with the Privacy Act and Australian Privacy Principles.



## Your Rights

All Yulu-Burri-Ba staff are committed to providing a high standard of patient care at all times but, despite the best intentions, we know that misunderstandings can occur or a complaint may arise.

Talking with us will quickly and easily resolve most problems. It also will help us to identify ways that we can improve. If you have a complaint, please ask to speak to the Practice Manager or Program Manager. Your complaint will be taken seriously and if we are unable to resolve the problem immediately, it will be investigated and you will be given regular updates and notified of the outcome. You can put your complaint in writing if you prefer. At any time you can request to speak to the Health Services Manager.

We would always prefer complaints and issues to be brought to our attention first so that we have the opportunity to address or rectify them immediately. However, you may choose to contact Queensland's health services complaints agency, The Office of the Health Ombudsman, by calling them on 133 646, emailing them at [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) or sending information to PO Box 13281, George Street, Brisbane QLD 4003.





Wynnum Clinic

Capalaba Clinic

Stradbroke Clinic

North  
Stradbroke Island  
(Minjerribah)

### Wynnum

85 Edith Street,  
Wynnum

P: (07) 3164 5800

F: (07) 3164 5801

[wynnum@ybb.com.au](mailto:wynnum@ybb.com.au)

### Capalaba

2&3/1 Finucane Road,  
Capalaba

P: (07) 3900 7800

F: (07) 3900 7899

[capalaba@ybb.com.au](mailto:capalaba@ybb.com.au)

### Dunwich

16 Dickson Way,  
Dunwich,

Stradbroke Island

P: (07) 3409 9596

F: (07) 3409 9009

[stradbroke@ybb.com.au](mailto:stradbroke@ybb.com.au)



**Keep in touch!**

Check out our website [www.ybb.com.au](http://www.ybb.com.au)