

Contact Us

Ph: (08) 8531 0289 or Free Ph: 1800 023 846

Fax: Clinic - (08) 7089 0450

Email: admin@macchs.org.au

Business Hours:

Monday – Friday 9am to 5pm

1 Wharf Road, Murray Bridge SA 5253

11a Standen Street, Murray Bridge SA 5253

Transport available by appointment only

Clinic Hours:

11A Standen Street, Murray Bridge

Monday, Tuesday, Thursday: 9:00am – 2.00pm

Wednesday: 9.00am – 5.00pm

16 Lealinyeri Street, Raukkan

Tuesday: 10.00am -2.00pm

15 Victoria Street, Victor Harbor:

Monday and Wednesday: 10.00am – 3.00pm

GP'S: Dr Jodi, Dr Naomi and Dr Sheree

AHP'S: Ash, Gordy, Kelly, Alfie and Lena

Nurses: Sharon

MOORUNDI
ABORIGINAL
COMMUNITY
CONTROLLED
HEALTH
SERVICE LTD.

Client Information Handbook



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Glossary

MACCHS – Moorundi Aboriginal Community Controlled Health Service

GP – General Practitioner (Doctor)

RN – Registered Nurse

Admin – Administration/Receptionists

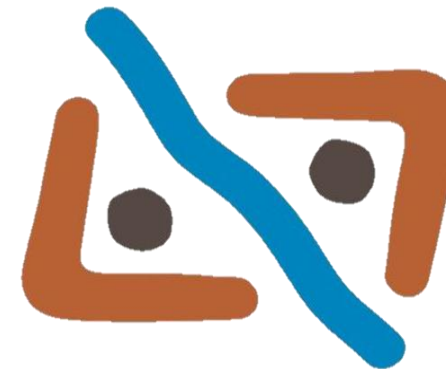
AHW – Aboriginal Health Worker

AHP – Aboriginal Health Practitioner

HCC – Health Care Card

AHPRA – Australia Health Practitioner Regulation Agency

HCSCC – Health & Community Services Complaints Commissioner



Emergency Phone Contacts:

Health Direct 1800 022 222

- After hours GP help line to access medical services 24/7

Alcohol and Drug Services 1300 131 340

- Confidential 24 hour telephone counselling and information on drug and alcohol issues

Rural and Remote Mental Health 131 465

- Consultation and Emergency Triage on mental health issues.
Available 24/7.

Lifeline 13 11 14

- Provides free 24hr telephone crisis support

Message from MACCHS Management

MACCHS will provide services to all in the community regardless of race, religion, age, gender, disability or sexuality.

We design our services based on the needs of the Aboriginal people in our community to address the health inequalities experienced by our people.

MACCHS promote Aboriginal self-determination and Aboriginal culture.

An understanding of the co-existence of non- Aboriginal people we share the community with will be promoted.

To comply with Medicare requirements, a client may be asked to confirm their eligibility of Aboriginal, Torres Strait Islander for specific MBS items.

Rude and Aggressive Behaviour

Moorundi Staff endeavour to accommodate all requests and provide the best care we can. We treat all patients and visitors with respect and kindness and would like the same from you.

Moorundi Management will not tolerate any rude or aggressive behaviour towards its staff and will deal with accordingly with patients and visitors who exhibit this behaviour.

Your Responsibility

Let the Clinic or Administration Staff know when you've changed your contact details such as Address, Phone Number or Name, also emergency contact.

If you're unable to make it to your appointment at MACCHS, call and let one of our staff know, so your appointment can be available for another person who may require

If at any time you need emergency services dial '000' or '112'.
For After Hours Care, Call Bridge Clinic on (08) 8539 3232 or
Murray Bridge Day & Night Surgery on (08) 8531 2988.

How to contact MACCHS

You can contact MACCHS anytime throughout the week (**Mon to Fri**), **during the hours of 9am to 5pm**. For any clinical related advice please advise the receptionist that you require to speak with one of our health professionals.

If the person you require to speak with is not available, leave a message with your name and phone number and they will call you back as soon as they can.

If you require a repeat prescription or a referral letter to a specialist, you will need to be seen by the doctor, so please make an appointment.

Any other queries regarding MACCHS please don't hesitate to contact our reception staff and ask any questions that you may have or issues that may be of concern to you. We have a feedback form as well as a complaint form should you wish to utilise.

Staff Photos



Providing feedback & making complaints

If you feel the need to make a complaint or provide feedback, you can utilise our suggestions box and provide a suggestion. If you would like a more formal approach with your complaint, you're more than welcome to ask one of our staff to provide you with our [Patient Complaints](#) form.

National Health Complaints

Under the national law, AHPRA works with health complaints organisations in each state and territory, to decide which organisation should take accountability for and manage the complaint or concern raised about a registered health practitioner.

For any complaint or concern regarding a health practitioner, you're more than welcome to call the [Australian Health Practitioner Regulation Agency](#) at your discretion: 1300 419 495

Health & Community Services Complaints

Commissioner (HCSCC) South Australia

HCSCC's role is to take delivery of, measure and resolve complaints about health and community services in South Australia. This consist of government, private and non-government health and community services – to try and resolve complaints. HCSCC is completely free and confidential. Any patient, client or consumer, family member, carers or advocates are eligible to make a complaint or concern.

HCSCC Enquiries: (08) 8226 8666

HCSCC Service Line: 1800 232 007

How to make an appointment

If you need to see a GP, Nurse or Aboriginal Health Worker, you can call the Clinic and make an appointment during any working hours.

When making an appointment, to ensure we can provide the best possible health care to you, please give the receptionist an indication as to how long your appointment may take or if you feel comfortable why you are making an appointment to see one of our health professionals, e.g. scripts.

If it is an emergency or you are experiencing the following symptoms **please call '000' immediately.**

- Chest Pain, Heart Palpitations
- Convulsions/Seizures
- Collapse or unconsciousness
- Breathing difficulties/trouble talking
- Facial swelling & Rash
- Facial/Limb Weakness
- Extensive Burns
- Bleeding (Persistent or heavy)
- Poisoning or Overdose
- Eye Injuries (Chemical in eye etc.)
- Spinal or Head Trauma
- Snake Bite
- In Labour/Ruptured Membranes
- Neck stiffness
- Changes to consciousness

What to bring in when you have an appointment

When you come into the MACCHS Clinic, as we are a bulk bill service, we require that you bring along you Medicare (and Health Care Card if eligible). If you have recently changed your address and/or contact number please provide these new details to the receptionist to update your file. **4**

Your Health Information

At MACCHS your health care information is kept safe, secure and confidential. Only authorised staff within our facility are able to have access to it.

If you transfer to another medical practice, MACCHS Clinic require your signed permission to transfer a health information summary to your desired practice.

If you want to check your own health information or need a specific document, ask our reception staff for a [Request for Personal Health Information](#) form.

Clients of MACCHS have every right to make informed decisions in regards to their health and well-being. All clinical staff must inform clients of the purpose, benefit and risk of proposed treatment or investigations.

Requests for prescriptions

For a new or repeat prescription you will need to be seen by a doctor. Leave a message with your name and the prescription requested for the doctor in extreme circumstances.

Requests for referrals

MACCHS requires all clients to be seen by a doctor before referrals letters can be written.

Your test results

If you have had a test and want to know the results, you will need to see the doctor, in special/exceptional circumstances results can be given at doctor's discretion via alternate methods.

MACCHS Transport

Our transport services are for use of Moorundi run clinics only, and we cannot transport you to other medical clinics or medical services unless referred by our clinicians or by another of our services (unless you are on the Integrated Team Care program)

We require at least [24hr's notice before appointment](#), this ensures that we can do our best to accommodate your transportation needs to your appointment. We will try our best to meet your needs however we cannot guarantee that on short notice there will be availability.

Moorundi will not be providing transports for other services or appointments, unless you are on the Integrated Team Care program, they may be able to assist you with your transport requirements, if you meet the eligibility criteria.

Community Engagement & Well-Being Team

The Community Engagement and Well Being Team are dedicated to providing programs that connect individuals, families and the wider community to Culture, Language and Country.

We acknowledge the trauma our Elders experienced with the forceful removal from their families, and the institutional abuse they endured after their removal.

Trans-generational trauma has created chronic illness and health problems as a direct result of disconnection from Culture and removal from family.

The focus of our team is to work from a Community Development model to create networks, partnerships and relationships that will assist our small team to improve the social and emotional well-being of our Community.

Our main priorities for the next twelve months are:

Reconnecting and maintaining out of home children to Culture, Language and Country

- Supporting the reinvigoration of Ngarrindjeri Language and Culture-through music and storytelling
- Supporting the “Deadly Nannas”
- Maintaining our relationship with Aboriginal Health Council of South Australia
- Developing our commitment to research with the South Australian Health and Medical Research Institute
- Assisting our Elders to access the best and most appropriate aged care services
- Working with schools on promotion, prevention and early intervention health programs
- Advocate to funding bodies on behalf of our Community for programs that address compounding grief and loss
- Provide a safe and confidential healing environment where our Community members can feel welcome
- Supporting our Education and Young People programs (PKT and TOCS)

Although we are a small team, we make a strong commitment to our Community that we will passionately advocate for services that:

- Respect our connection to Culture, Language.
- Country
- Provide healing for broken hearts and broken spirits.

Permissions

At any time MACCHS may have a trainee GP, medical student, school-based work placement student or other trainee health workers, as part of their work placement criteria they may require to observe your consultation. They will ask for permission.

Advocacy

If at any stage you don't understand what is happening or are feeling overwhelmed or anxious, you have every right to request that a carer, health worker, family member or friend you trust can be present during the consultation.

Right to refuse treatment

You can refuse medical treatment of any sort after the choices will be explained to you regarding treatment, Subsequent issues/side effects or non-treatment. It will be noted on your medical record that although you understood the choices, you refused any treatment.

Referrals to external services

Any referrals to external services may come at a cost to you, if this poses an issue please speak with one of our staff. MACCHS does not offer financial support. If you're on the ITC program, you may have accessibility to their supplementary services, this requires you to speak with an ITC staff member. MACCHS clinic staff will attempt to organise referrals to bulk billing services.

Billing Principles

MACCHS is a bulk-billing service and all health services are free, this means there are no out-of-pocket costs to you, as long as you are a registered client and provide us with your Medicare Card No (and Health Care Card number).

Services Available

GP Clinics

- *Pathology
- *Radiology (Externally Done)
- *Prescriptions (GP Discretion)
- *Electrocardiography (ECG)
- *Well-Health Checks
- *Chronic Disease Management
- *GP Management Plan
- *Care Plan
- *Team Care Arrangement
- *Ear Health Check
- *Urine Tests
- *Women's Health
 - Pap smear testing
- *Primary Health Care
- *Referrals to External Services
- *Allied Health Services
 - Podiatrist
 - Dietitian
 - Tobacco Information Sessions
 - Diabetes Educator
 - Optometrist
- *Integrated Team Care (ITC), (formally known as Close the Gap)
 - Provides care coordination and supplementary services
(Criteria and referral required)
- *Wound care & Management (as long as care is initiated by our GP)
- *Transportation (eligibility criteria applies)
- * Social and Emotional Well-being team

Integrated Team Care (ITC)

The ITC program is the Care Coordination and Supplementary Services program which aims to assist GP's and patients to monitor chronic conditions, improve access to services, transport and necessary medical aids; while working towards Closing The Gap in Aboriginal and Torres Strait Islander Health.

Moorundi will be accessing services to support a client's Cycle of Care and we acknowledge & embrace that the care you may already receive via another Medical Clinic does still continue. Our ITC workers look forward to a positive and productive relationship with clients to work towards the best outcome for assisting as best we can with the management of their chronic condition. ITC does not look to take over the care already provided by your regular health service, but to work alongside you to ensure eligible patients have access to the services they require to manage their chronic conditions, even if it is as simple as providing transport to appointments.

The ITC staff for the Murray Mallee, Adelaide Hills and Fleurieu Regions consists of local health professionals, whom are happy to organise times to meet individuals at their own homes to discuss the ITC program and the benefits clients can receive once approved to be on the program.

The supplementary services ITC may provide to their clients:

- Transport
- Fuel Voucher for Appointments (Depending where appointment is will decide how much you receive)
- Purchase of medical aids