



**Ngangganawili Aboriginal Community Controlled
Health and Medical Services Aboriginal Corporation**

ICN 1870

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Patient Information Sheet: Recall and Reminder System

Ngangganawili Aboriginal Health Service uses a Reminder system to provide preventative care for our patients.

This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit Ngangganawili Aboriginal Health Service for a check-up or as a follow-up to health risks that have previously been found. The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer, particularly cervical and prostate cancer - and immunisation follow-up.

In some cases, the reminders can also be sent from other places, for example the government pap-smear register for the detection of cervical cancer.

We will use information from your health record to tell us the check-ups which you are due for and when you should visit us to discuss the tests that are needed.

By allowing us to send you these reminders, you will help us to detect serious conditions early and monitor known conditions. This can significantly improve the long-term outcome for you.

Please discuss any concerns or questions you may have about the reminder system with your doctor.

If you do not wish to be enrolled in the reminder system, please tell the receptionist, health staff or your doctor and we will remove your name from the list.

When you have had a test you can visit or telephone Ngangganawili Aboriginal Health Service 3 to 5 days after the test to find out the results.

If the doctor needs to discuss your results with you, we will contact you (recall you) on the contact details you have provided to us. In most cases this is by telephone. If we cannot contact you by telephone we will send a letter to you asking you to contact us. The letter will not contain any information other than the request for you to contact us. This is an important part of how we make sure that we follow-up on your test results that come back to us.