



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

ICN 1870

ABN 85 650 098 620

44 Scotia Street, Wiluna WA 6646
PO Box 40, Wiluna WA 6646
Telephone (08) 9981 8600
Fax: (08) 9981 8660
info@nahs.org.au
www.nahs.org.au

Patient Information Brochure

Ngangganawili Aboriginal Health Service (NAHS) takes a holistic approach to health care delivery. Our programs do not just address the curative needs of the individual but also address the social, spiritual, emotional and cultural wellbeing of the Martu community.

Board of Management

NAHS is an Aboriginal Community Controlled Health Organisation and operates under the management of a 10 person governing committee who are elected by our members at our Annual General meeting.

Clinical Services

NAHS is a Primary Health Care Service that employs General Practitioners (GPs), Registered & Enrolled Nurses, Midwives, and Aboriginal Health Workers. We deliver health care to people from Wiluna and the surrounding areas of the western desert. In addition to the regular GP services NAHS has a range of visiting specialists providing services to our clients. The Doctors, RNs, Midwives and visiting specialists are all registered under AHPRA (Australian Health Practitioner Regulation Agency).

NAHS operate comprehensive preventative and primary health programs including a chronic disease program, an immunisation program for children and adults, an early detection program including PAP smears, heart health and adult health checks and men's and women's health programs. Please ask at reception or talk to your clinician about these programs.

Emergency Services

NAHS also provides a 24 hour a day emergency service, with a fully equipped ambulance that is manned by Registered Paramedics. If there is an emergency call 08) 9981 8660.

Social and Emotional Wellbeing

NAHS runs a social emotional well-being program (SEWB) employing female and male counselling and support staff. This service offers counselling, advocacy and referral to other services.

Community Care and Disability Services

NAHS runs a Community Care & Disability Services program which provides support to patients to assist them to continue living independently at home. This centre operates Monday to Friday during business hours. If you feel you need to access this service, or know of someone who would benefit accessing this service, please talk to Sandie by calling 9981 8641.

Our patients

NAHS provides health and medical services to the residents of the shire of Wiluna and people from outlying areas inclusive of the Mining industry, pastoral stations and tourists visiting our town.



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Managing Personal Health Information

Your medical record is confidential. All staff at NAHS respect the privacy and confidentiality of your health information. It is the policy of NAHS to maintain security of personal health information at all times to ensure that this information is only available to authorised members of staff.

NAHS has a zero tolerance policy to breaches of confidentiality.

We have a comprehensive policy on the management of Personal Health Information and a brochure for patients explaining the policy. Please ask at reception for a copy of this information if you would like it.

We work in partnership with visiting specialists to provide enhanced services to you. The visiting specialists are not employed by NAHS, but they do maintain their own notes about the care provided to you. If you have any questions, please talk to the Doctor, Nurse or the visiting specialists.

Fee for Service

NAHS is a bulk billing service. No-one will be charged for any health service they receive at NAHS if they have a current Medicare card, except if the consultation is in regards to a Workers Compensation.

NAHS reserve the right to charge a fee if you do not have a current Medicare card.

If you are referred to a service other than one provided by NAHS, you may be charged a fee by that service. Your doctor will talk to you about this at the time of making the referral.

Making an appointment

NAHS operates a walk-in system. Patients are seen in order of arrival unless someone presents requiring urgent medical attention. Our clinicians see patients for as long as required.

The visiting specialists have a list of patients they need to see when they visit our clinics. The Nurses will notify the patients and get them in to the clinic when the visiting specialist comes.

Doctors provide after-hours appointments by personal arrangement. You can discuss this possibility with the doctor directly.

Recal and Reminder

NAHS is committed to preventive and holistic care and works in co-operation with National and State based recal and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system, please tell the nurse, doctor or Health Worker you see at your next visit.

Transport and PATS

Most patients can walk to the clinic when they want to see the Doctor, Nurse or visiting specialists. If for any reason the patient cannot come to the clinic either the staff will visit the patient in their home or send the Clinic Driver to the house to pick up the patient.

Transporting patients to health appointments that are outside of Wiluna will be supported by PATS funding and our PATS Coordinator will help you with these arrangements. All NAHS staff will try to ensure these arrangements are made smoothly for the patient.



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Home Visits

In addition to the 24 hour a day emergency service and after-hours on-call nurse service, a nurse may at times visit you at home if required. For this to happen, arrangements will be made between you, your Doctor or Nurse.

Contacting the NAHS Clinic

If you wish to talk to your Doctor or Nurse please do not hesitate to contact us between our working hours, Monday to Friday 8am to 4:30pm on 9981 8600.

If the person you wish to speak to is not available, please leave a message and they will contact you as soon as possible. If your call is urgent, please be sure to tell the person taking your message.

If you have had a test performed, please be sure to contact the clinic 5 to 7 working days following the test for the results. It is our policy not to notify patients if an appointment with the Doctor or Nurse is not required following tests.

COVID Safety

NAHS follows all directions provided by State & Commonwealth Governments in the prevention of the COVID-19 virus to our community.

The best way our patients can assist in this is to do the following things:

- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Social distancing, especially from anyone who is crook with
- Don't touch your eyes, nose or mouth.
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze.
- Stay home if you feel unwell.
- If you have a fever, a cough and difficulty with breathing call the clinic on 9981 8600 and ask to speak to a nurse.

Updating your Information with us

We would appreciate patients notifying us of any changes of their mobile phone number, address and updated Medicare and pension cards. This helps us to make sure we are able to communicate with you when needed.

NAHS Contact Details

Opening Hours:

Monday to Friday: 8am to 4:30pm (excluding Public Holidays)

After Hours, Weekends and Public Holidays: This service is for Emergencies only. And can be accessed by calling 9981 8600.

When ringing this number out of hours it automatically transfers to the Paramedics phone.



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Feedback, Compliants or Suggestions

We welcome any feedback that will help us improve our service. Please ask to speak to the Policy and Compliance Manager or our CEO. Any of our Doctors, Nurses or other staff can take feedback from you and it does not have to be in writing.

If we address a compliant for you and the outcome does not meet your expectations you can contact: the WA Health and Disability Services Complaints Office (HaDSCO) on (08) 6551 7600, or email: mail@hadsco.wa.gov.au