

DOCTORS

Dr Sujay Chandraiah: General Practitioner

Dr Shihab Rahman: GP, Obstetrics

Dr Alfred Song: GP, Emergency Medicine

Dr Jerry Wong: GP, Obstetrics

Dr Mary-Lou Loughnan: GP, Child & Adolescent Health

Dr Rhys Parry: Paediatrician (visiting)

Dr Richard O'Brien: Endocrinology (visiting)



MEDICAL CENTRE STAFF

Medical Centre Manager- Anne Munzel

Receptionist - Maria Isgro & Megan Atkinson

Aboriginal Health Practitioner - Jackie Giles

Aboriginal Health Worker-Vivienne Giles, Rebecca Tracey

Medical Driver- Bradley McGrath, Verona Giles

Midwife or Nurse - Kim Warde , Trish Ebert, Lee Moroney

Child, Maternity & Women's Health - Jenny Brown

Health Promotion - Kelli Bartlett

Social Emotional Wellbeing – Gilbert Wanganeen

Drug & Alcohol Worker—Jennine Atkinson

ALLIED HEALTH SERVICES

Audiologist Dietitian

Child Maternal Health Mental Health Counsellor

Midwife Optometrist

Dentist Podiatrist

Diabetes Educator Speech Pathologist

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your Medical Record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Further details available in our Privacy Principles brochure located in reception

NJERENDA'S VISION Empowering our Aboriginal Community

NJERENDA'S PURPOSE

Njernda's purpose is to deliver community controlled, holistic services and programs which improve the physical, emotional, cultural and spiritual wellbeing of the Aboriginal Community of Echuca and surrounding areas.

Njernda will do this by:

- Regularly providing opportunities for Community members to come together for socialisation and to celebrate being Aboriginal.
- Continuing to support Aboriginal people every day.
- Supporting our Elders / mentors / role models to provide leadership and direction to our children and young people, to help them become strong in culture, spirit and Community, and to enhance future generations.
- Delivering services in a safe environment.
- Promoting self empowerment and self determination.
- Using continuous improvement strategies to ensure that Community can access the best evidence based programs.

NJERENDA'S VALUES

At all times the Njernda Aboriginal Corporation will endeavour to:

- act in such a way that others are treated with respect, empathy, compassion, fairness,
- justness and cultural sensitivity.
- act professionally
- maintain confidentiality
- be accountable
- be informative and helpful
- approach their work with passion and commitment
- maintain a sense of humour



"We respectfully acknowledge the Yorta Yorta Nation as the traditional Owners of the land of the communities that the Njernda Aboriginal Corporation service"

NJERENDA ABORIGINAL CORPORATION

BULK BILLING MEDICAL SERVICE



84 Hare Street
Echuca Vic

Phone: 03 5480 6252

Fax: 03 5480 6116

Web: www.njernda.com.au

Hours of Operation

Monday—Thursday

8:30—4.30pm

Friday

8:30—4.00pm

After Hours Care is

Provided by Echuca Regional Health

226 Service Street, Echuca

Ph: 03 54855000



RECALL/REMINDERS

Our Clinic uses computer generated recall systems, such as reminders for pap smears, diabetic reviews etc. to enhance the efficiency of your care & prevent patients missing important reviews with the doctor. Patients are offered enrolment in National, State or Territory reminder systems.

TELEPHONE CALLS

Doctors are able to accept calls for emergency advice. To prevent constant disruptions whilst consulting, calls will usually be returned at the end of the consulting session, or you may choose to speak with a nurse.

CONFIDENTIALITY

Your medical record is a confidential document which can only be accessed by authorised staff and may only be shared with your consent. Electronic communication of documents is encrypted. Privacy brochures are available at reception.

FEEDBACK / COMPLAINTS

We encourage feedback as it helps us know what we are doing well & what needs improvement. You can either leave a written comment in the suggestion box at reception; approach the practice manager; request a copy of our complaints form & policy from reception (also available on our or website). You are also able to call the Health Services Commissioner 1800 136 066.

APPOINTMENTS

Try to plan your appointment ahead of time. If you need an urgent appointment, please ring as early as possible on that day. Emergency appointments will be triaged.

If you think you may need extra time with the doctor, please ask reception staff for a longer appointment.

Please bring your Medicare card & pension card you.

Please notify us if you are unable to attend your appointment so we may offer it to another unwell patient.

If several members of the family wish to see the doctor at the same time, please advise reception who will make a separate appointment for each person. Appointments are scheduled as 1 client per consultation.

Despite best intentions, we sometimes run late. This may be because someone has needed unexpected additional care. Thank you for your understanding. If waiting concerns you, please telephone prior to your appointment to see if there is a possible delay.

FEES

Njernda is a BULK BILLING practice. GP consultations which fall under the Medicare schedule will be billed to Medicare Australia using your Medicare Card. For care other than that specified by Medicare, a fee may apply. Your GP will advise of potential out of pocket expenses.

TEST RESULTS

Patients should make an appointment to discuss all test results. Results are **not** given over the telephone.

HOME VISITS

Home visits are available for regular patients who reside within 10 km of the practice. Home visits are restricted to those too ill to attend the surgery. If you require a home visit telephone the clinic & advise reception staff.

TRANSPORT

Transport is available to take Aboriginal patients to and from their Njernda medical appointments if required. Depending on availability, transport is not always possible. These arrangements should be made when making appointments.

PROGRAMS & SERVICES

Some of Njernda's clinical services are available to Aboriginal Torres Strait Islander patients only. Njernda Medical Centre participates in the Practice Incentives Program Indigenous Health Initiative. Please speak to reception about access to any of our services.

- Hearing
- Wound Clinic
- Asthma Clinic
- Ante Natal Clinic
- Health Assessments
- Immunisation Program
- Women's Health / Sexual Health
- Pap Tests
- Diabetes screening / Education
- Maternity Program/Antenatal clinic
- Chronic Disease Management
- Aboriginal Integrated Team Care

NEW PATIENTS

Njernda Medical Clinic accepts both Indigenous and non Indigenous patients. New patients must provide identification and Medicare Card prior to consultation.

UPDATE YOUR INFORMATION

Don't forget to advise reception if any of your personal details change e.g. telephone, address, etc.

PATIENT SUPPORT

We are able to arrange Translating & Interpreter Service (TIS) including deaf support (NABS). If you need support to understand or complete documents, reception staff are able to help. You may request a health worker or advocate to attend your medical appointment for support.

In an emergency call the ambulance on 000



www.njernda.com.au