

DOCTORS

Dr Mary-Lou Loughnan: GP, Child/Adolescent
Dr Catherine Colliver: GP
Dr Klasine Visscher: GP
Dr Naresh Pandit: GP Reg



VISITING SPECIALISTS

Dr Rhys Parry: Paediatrician;
Dr Richard O'Brien: Endocrinology

MEDICAL CENTRE STAFF

Practice Leader: Megan Atkinson
Aboriginal Health Practitioner - Jackie, Vivianne,
Rebecca
Admin Team: Maria, Verona, Jude
Medical Driver- Bradley
Midwife or Nurse - Kim, Trish, Marg, Sarah, Courtney
and Kendall
Maternity Project Worker- Renee

WELLBEING UNIT

Our Wellbeing unit consists of Drug & Alcohol, Social
Emotional Wellbeing, Safety & Wellbeing (Stolen Gen)
Workers & Mental Health Counsellors.

ALLIED HEALTH SERVICES (Koori Patients Only)

Audiology	Diabetes Education
Child Maternal Health	Midwife
Optometry	Endocrinology
Podiatry	Speech Pathology
Dietitian	Paediatrician
Psychology	Mental Health Counselling

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 & 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

Njernda Medical Practice Mission

Our aim is to give our patients the highest possible quality of
care, by ensuring excellence in all aspects of our practice
while providing culturally appropriate and centered care.
We endeavor to provide patients with the best and most
current treatments, methods, materials, and equipment
within our resource capabilities to ensure that patients
receive the highest quality of service they have come to
expect. We believe that the patients come first. Teamwork is
highly valued and encouraged within the practice to promote
a harmonious and productive environment.
We hold great importance in ethical and responsible behavior
as essential to maintain the trust and loyalty of our patients
and staff. We are guided by our Strategic Plan.

Njernda's Values

Respect: Establishing relationships based on respect &
Trust
Accountability: Taking ownership & initiative of Njernda
values to ensure trusted collaborations are formed
Resilience: Encouraging cultural & spiritual growth to
enable personal growth
Advocacy: Working to transform the disadvantaged &
challenge the causes that impact on our community
Cultural Sensitivity: Welcoming & serving our community
with understanding & without judgement



*"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 MEDICAL PRACTICE



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

TO KNOW OUR LIVING CULTURE



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 / Vaccination
- Women's Health / Sexual Health
- Pap Tests
- Diabetes screening / Education
- Maternity Program/Antenatal clinic
- Chronic Disease Management
- Aboriginal Integrated Team Care

NEW PATIENTS

New patients must complete a registration form, provide identification & Medicare Card prior to consultation. We can assist to transfer your records from your previous healthcare provider.

UPDATE YOUR INFORMATION

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

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.



APPOINTMENTS

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

If you think you may need extra time with the doctor, please ask reception staff for a longer appointment. Bring your Medicare & pension card with 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

Aboriginal patients can request transport to attend to medical appointments. Depending on availability, transport is not always possible. These arrangements should be made when making appointments.

TEST RESULTS

Patients should make an appointment to discuss all test results. Results are **not** given over the telephone. You may receive an SMS message to make an appointment.

RECALL/REMINDERS

Our Clinic uses computer generated recall systems to enhance the efficiency of your care & prevent patients missing important reviews with the doctor e.g. reminders for health assessments, diabetic reviews etc. Patients are offered enrolment in National, State or Territory reminder systems. You may receive SMS reminders.

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.

CONFIDENTIALITY

Your medical record is a confidential document which can only be accessed by authorised staff & 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. If you are not satisfied with our service, please contact us. We take complaints seriously & aim to resolve them quickly & fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services & the handling of health information in Victoria. Their service is free, confidential & impartial. Phone 1300 582 113 or visit hcc.vic.gov.au



**In an Emergency
call the Ambulance on 000**