



Hope Vale PHCC is now signing up Aboriginal and Torres Strait Islander patients for the Indigenous Health Incentive and Pharmaceutical Benefits Scheme co-payment measure.

This will provide better management for your chronic disease or chronic disease risk factor. Please ask your doctor or at reception for more information.

### My Health Record Information

This practice is proactive in electronic management of health and health related issues. My Health Record is a secure online summary of your health information.

You can control what goes into it and who is allowed to access it. You can choose to share your health information with your doctor, hospitals and other health care providers.

To use My Health Record go to [mygov.com.au](http://mygov.com.au) and follow directions.



### Compliments and Complaints

If there is any way you feel the service could be enhanced, there is a suggestion box at the reception counter. You can also contact the TCHHS Client Liaison Officer on 4226 5969 or complete the 'we are listening' online feedback form at:

<https://www.health.qld.gov.au/torres-cape/html/feedback>

### Useful Links

Health: [www.healthdirect.gov.au/indigenous-health](http://www.healthdirect.gov.au/indigenous-health)

Family Planning: [www.indigenous.gov.au](http://www.indigenous.gov.au)

Heart: [www.heartfoundation.org.au](http://www.heartfoundation.org.au)

Depression: [www.beyondblue.org.au](http://www.beyondblue.org.au)

Diabetes: [www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au)

Immunisation: [www.health.gov.au/health-topics/immunisation](http://www.health.gov.au/health-topics/immunisation)

Cancer: [www.cancercouncil.com.au](http://www.cancercouncil.com.au)

Skin Cancer: [www.skincancer.org](http://www.skincancer.org)

Obstetrics & Gynaecology: [www.goalsforwomen.com.au](http://www.goalsforwomen.com.au)

Breast Screen: [www.breastscreen.qld.gov.au](http://www.breastscreen.qld.gov.au)

Medicare: [www.servicesaustralia.gov.au/individuals/medicare](http://www.servicesaustralia.gov.au/individuals/medicare)

## Torres and Cape Hospital and Health Service

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# Hope Vale

## Primary Health Care Centre



### Practice information brochure

1 Aerodrome Road, Hope Vale QLD 4895

Phone: 0740 838 100

Fax: 0740 838 173

Monday - Thursday 8.30am—4.30pm

Friday 8.30am—12.30pm

After Hours call 07 40 838 100

or in an Emergency Call 000



Torres and Cape  
Hospital and Health Service  
Consumer Advisory Committee  
**APPROVED**



## The Practice Team

- Director Of Nursing (DON)
- Senior Indigenous Health Workers
- Indigenous Health Workers
- Senior Nurses
- Receptionist
- Patient Travel Subsidy Scheme support
- Operational Officers

Doctors are at the clinic during the week and are committed to providing excellent primary health care services for the community of Hope Vale.

## Appointments

Appointments are 20 minutes long. If you feel you need to spend more time with the doctor, please let our reception staff know when making your appointment.

If you are unable to come to your appointment, **please call our reception staff as soon as possible.**

Health Workers are available to assist and support you during appointments with doctors, nursing and visiting services.

## Home Visits

Home visits are available. If you think you require a home visit please let staff know. Home visits will be at the discretion of the doctor.



## After Hours Urgent Care and Emergency

If you require medical care outside of the normal clinic hours or the clinic happens to be closed due to unforeseen circumstances, please call the clinic on:

**07 4083 8100**

or

**In an emergency call 000**

## Messages

Messages can be left by phone or in person. Email and SMS messaging is not available.

## Fees and billing arrangements

Hope Vale PHCC is a Medicare bulk billed practice, however there may be fees associated with some of the services provided to you. You will be informed if there is a cost prior to a service being provided. Please feel free to discuss any concerns you may have with reception staff.

## Privacy Statement

The Hope Vale PHCC is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document and it is the clinic policy to maintain security of your health records at all times in accordance with the Privacy Act 1988.



## Results

Appointments need to be scheduled at the practice with the Dr to discuss or obtain your results (pathology, blood tests, ultrasounds, x-rays and specialist reports). Reception staff CANNOT discuss specific results with you.