

## Community Health Program

SWAMS operate comprehensive preventative and primary health programs including a diabetes 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 doctor, nurse or health worker about these programs.

## Follow-up and Telephoning the Medical Service

If you wish to talk to one of the doctors, nurses or health workers, please call us on 9791 7666 any time Monday to Friday between the hours of 9am and 5 pm. If the person you wish to speak to is not available, we will have them call you back if you leave a message. Please note that if the clinic is busy, staff may not be able to return your call for some time. It is our policy to endeavour to return all patient calls on the same day or the following work day. If the call is about a medical emergency please tell the receptionist.

If you have had a test done, please call us 3 to 5 working days following your test for the results. It is our policy to only contact patients following tests if we would like you to come back and see the doctor about the results. If your results are normal we will not contact you.

## Complaints, Feedback and Suggestions

Our Health Services Manager manages all complaints, feedback and suggestions. Should you wish to make a suggestion or a complaint or offer us feedback about any aspect of our service please ask for the Health Service Manager.

## Managing Personal Health Information

Your medical record is confidential. All staff at SWAMS respect the privacy and confidentiality of your health information. We work in a manner consistent with the Commonwealth Privacy Act. It is the policy of SWAMS to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff

We have a comprehensive policy on the management of Personal Health Information and a brochure for clients explaining this policy. Please ask at reception for a copy of this brochure.

## After Hours Contact

Should you require medical care after hours, you may attend The Bunbury Regional Hospital Emergency Department located on Robertson Drive Bunbury. Otherwise you may telephone The Bunbury Regional Hospital Emergency Department on 9722 1000.



## For More Information

Clinic  
South West Health Campus  
Robertson Road  
BUNBURY WA 6230  
Telephone: (08) 9791 7666, Facsimile: (08) 9791 7655  
**Toll Free: 1800 779 000**

# PATIENT INFORMATION BROCHURE



*Our mission is to provide health care services to Nyoongar People in Nyoongar ways so that our aspiration for Our Health - Our Way" is achieved and our health problems are properly overcome, now and in the future.*

## Governing Committee

SWAMS is an Aboriginal Community Controlled Health Organisation and operates under the management of an 8 person Board of Directors who are elected by our members at our Annual General Meeting.



## Clinical Services

SWAMS employs 2 General Practitioners (GPs), we also employ 3 registered nurses. We are a member of the Royal Australian College of General Practitioners and are accredited by AGPAL. Please request your preferred GP at the time of making your appointment.

## Social Health Team

SWAMS runs a number of Social Health Programs and services employing 3 social workers and a male family support worker. This service offers counselling, advocacy and referrals to other services. The programs include drug and alcohol counselling and support, mental health support and a range of other support services.

## HACC Team

SWAMS HACC team provides domestic and social support services to the Elderly and the Disabled in our Community.

## Health Promotion

SWAMS has a health promotion officer who is responsible for running health promotion activities within the community. Please look out for our posters and pamphlets and ask at reception about any current campaigns.

## No Fee Charged for Services

SWAMS is a bulk billing service. No-one will be charged for any health service they receive at SWAMS. However, if you are referred to a service other than one provided by SWAMS you may be charged a fee by that service. Your doctor will talk to you about this at the time of making the referral.



## Home Visits and Transport

SWAMS offers patients a service where, if a patient is unable to attend the clinic and it is necessary that they see a doctor, SWAMS will provide transport to and from a patient's home. Please call reception to arrange transport. Please note that this service is only for those patients who have no other means of obtaining transport.

There may be times when a doctor will need to visit you at home. This may happen any time, in or out of hours. Arrangements will be made between you and your doctor, or The Bunbury Regional Hospital Emergency Department at the time.

## Reminder and Recall

SWAMS is committed to preventive and holistic care. SWAMS work in cooperation with National and State based reminder and recall 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 receptionist or your doctor.

## Making an Appointment

We operate a system whereby any person can either telephone for an appointment or walk in to the clinic at any time during opening hours and be seen by the next available doctor. In this way, people can see a doctor for as long as they need every time they come to the clinic. If telephoning for an appointment, please tell the receptionist if you would like an appointment of more than 15 minutes. Please telephone 9791 7666 to make an appointment.

## Emergency Contact

## Information

Please provide the receptionist with your current emergency contacts in case of an emergency.

