

Australian Charter of Health Care Rights

The three guiding principles are available on www.safetyandquality.gov.au or ask our friendly staff for a form

Health does not only signify the physical well being but includes social, emotional, spiritual and cultural well being of yourself, your family and the whole community in which we reside. This is what we perceive and acknowledge as Primary Health Care.

As an Aboriginal and Torres Strait Islander Community Health Service we strive to promote and provide Primary Health Care services to our community.

Our recall system is a process whereby clients are contacted, to receive follow-up treatment. In the first instance, clients are contacted by phone. If the client is unable to be contacted by phone, then a letter is sent by regular post. If the client has not responded within the timeframe specified in the letter, a second letter is sent via registered post asking the client to contact our Clinic.

Clients and/or their nominated advocates have a legal right to access their personal information held by our organisation. Requests for accessing personal information are to be made in writing to the Executive Manager at the address specified in this document.

The office of the Health Ombusman is Queensland's Health Service Complaints Agency. For further information, please see www.oho.qld.gov.au



ADDRESS

31-33 Victoria Street
Mackay QLD 4740
Phone: (07) 4957 9400
Toll Free: 1800 817 773
Web: www.atsichs.org.au

OPENING HOURS

Clinic Hours:

Monday - Friday: 8:30am - 4:00pm
Saturday - 8:30am - 11:30am
Sunday & Public holidays: Closed

Office Hours:

Monday - Friday: 8:30am - 3:00pm

AFTER HOURS

Refer to the Emergency Department
at the Mackay Base Hospital, Bridge
Road, Mackay QLD 4740.
Ph: (07) 4885 6000

As part of our accreditation & certification process, we encourage any feedback. Receiving community concerns assists us to continually improve our services. Forms are available in reception or by asking one of our friendly staff.



"Quality Primary Health Care"

INTRODUCTION

The Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Mackay Ltd commenced in 1978 from a community initiative.

The vision was for the improvement of Aboriginal and Torres Strait Islander people in the Mackay region.

The ATSICHS Mackay Ltd region includes the areas of Mackay, south to Sarina, west to Clermont, north to Bowen, and Palm Island/Townsville (limited services).

The Aboriginal and Torres Strait Islander Community Health Service Mackay Ltd is community controlled and receives funding from the Department of Health. The services we offer address the health issues in our community with a large focus on prevention, education and effective management in a culturally appropriate way.

We offer bulk billing for our GP services.

SERVICES AND PROGRAMS

- Clinical Services
- Primary Health Care
- Doctor Consults - Longer appointments are available as required
- Clinical Nurse Services
- Sexual Health
- Hearing Health (Binna/Talinga Clinic)
- Alcohol & Drug Awareness
- Eye Health
- Men's Health
- Women's Health
- Child Health – Childhood Immunisation
- Chronic Disease Management
- Antenatal Health – Mums and Dads
- Outreach services to Sarina
- Home visiting service (Conditions apply)
- Transport service (Conditions apply)
- Deadly Choices Program

VISITING SPECIALISTS

Clients who are referred by our General Practitioners can also attend regular sessions with visiting specialists at the Health Service.

Diabetes Educator	Visits weekly
Dietician	Visits weekly
Podiatrist	Visits Weekly
Paediatrician	Visits monthly
Ophthalmologist	Monthly referrals

OUR STAFF

Management

- Executive Manager
- Senior Medical Officer
- Primary Health Care Manager
- Finance & Administration Manager
- Deadly Choices Regional Manager

Clinical Support

- Accounts Officer
- IT Systems Quality Officer
- HR Officer
- Receptionists
- Medicare Officer
- Quality and Safety Co-ordinator

Clinic

- Current General Practitioners:
 - Dr Panday - Dr Hanson
 - Dr Banic - Dr Akhter
 - Dr Sheedy - Dr Prasad
- Clinical Team Leader
- Health Workers
- Nurse
- Registered Nurse
- Health Practitioners

Social Health Unit

- Social & Emotional Well Being Counsellor
- Social Health Worker
- Healthy for Life Worker
- Mental Health Advanced Health Worker

Murri Court

- Pioneer Murri Court - Coordinator

Please note clinical advice will not be given over the phone.

Phone calls are returned between sessions by the GPs (unless urgent) and as soon as possible by the clinical staff and health workers. Email communication is responded to via email. SMS will only be used to communicate with clients regarding appointments.