

PRIVACY, RIGHTS & FEEDBACK

Your privacy is important

Your medical record is a confidential document. It is our policy to maintain security of your personal health information at all times and to ensure this information is available only to authorised members of staff.

A copy of our privacy policy, which includes information about how to request access to your own personal health information, can be obtained at reception and is also available on our website. Our clinics collect personal health information and safeguards its confidentiality and privacy in accordance with the Privacy Act and Australian Privacy Principles.

All staff at Mulungu Health clinics are committed to providing a high standard of patient care at all times but we know misunderstandings can occur or a complaint may arise.

Talking with us will quickly and easily resolve most problems. It also will help us to identify ways we can improve.

If you have a complaint, please ask to speak to the Practice Manager. Your complaint will be taken seriously and if we are unable to resolve the problem immediately, it will be investigated and you will be given regular updates and notified of the outcome. You can put your complaint in writing if you prefer.

Your rights

We would always prefer complaints and issues to be brought to our attention first so we have the opportunity to address or rectify them immediately. However, you may choose to contact Queensland's health services complaints agency, The Office of the Health Ombudsman, by calling them on 133 646, emailing them at complaints@oho.qld.gov.au or sending information to PO Box 13281, George Street, Brisbane QLD 4003.

Suggestions

Do you have any feedback about us? Is there any aspect of our care that could be improved?

We would love to hear your feedback or suggestions!

Your input is used to help us improve our services and target areas for improvement.

Feedback forms are available in our waiting rooms and on our website. Completed forms can either be placed in the feedback box or handed to one of our staff members.

You may put your name on the feedback form if you wish or you may remain anonymous. Your comments are always treated in confidence.

CONSULT HOURS FOR ALL CLINICAL SITES

Mon–Thurs
8:00am to 5:00pm
Friday
8:00am to 12:00pm

MULUNGU PRIMARY HEALTH CARE SERVICE

Mareeba
164 Walsh St
Mareeba, QLD, 4880
Phone: 07 4086 9200

AFTER HOURS

Mareeba Hospital
Lloyd St, Mareeba, QLD
07 4092 9333

MULUNGU PRIMARY HEALTH CARE SERVICE– MIDIN OUTREACH CLINIC

31-33 Robert St,
Atherton, QLD, 4883
Ph: 07 4091 8400

AFTER HOURS

Atherton Hospital
Cnr Jack & Louise St,
Atherton, QLD
07 4091 0211

MULUNGU PRIMARY HEALTH CARE SERVICE– KURANDA OUTREACH CLINIC

2/19 Coondoo St,
Kuranda, QLD, 4881
Ph: 07 4242 1080

AFTER HOURS

Cairns Hospital
165 The Esplanade,
Cairns, QLD, 4870
or
Mareeba Hospital
Lloyd St, Mareeba, QLD
07 4092 9333

IN AN EMERGENCY
(CHEST PAINS, DIFFICULTY BREATHING OR
ANY OTHER LIFE THREATENING PROBLEM),
PLEASE CALL 000



WELCOME TO OUR CLINICS



PRACTICE INFORMATION BROCHURE

WELCOME TO MULUNGU



We provide a comprehensive range of medical services to our community.

To make sure you get the best out of your appointments, please read the info in this brochure.

Making appointments

To make an appointment call our clinic receptionists. Numbers for each of our clinics are in this brochure. Every effort will be made to accommodate your preferred time. Longer consultations are available if needed. We do accept walk in appointments, however booked appointments and emergencies will always take first priority.

When you arrive for your appointment, please make sure you advise reception. They will ask you for identification. Correct patient identification is vital for patient safety and the maintenance of confidentiality. If you are unable to attend a scheduled appointment, please phone us and let us know. You can help us by ensuring all your contact details are up to date.

Our fees

Our clinics BULK Bill. When you come in for an appointment, please make sure you bring your Medicare card, health care card, pension card or DVA card.

Are home visits available?

Home visits are offered on the basis of clinical needs, for example if you have significant difficulty in getting out of the house.

Need transport?

Transport is available for certain patients who meet the current transport policy. Please ask reception when making an appointment or read a copy of our transport brochure.

Your medical records

Your medical record is the property of our clinics. We want to ensure that you can continue to get properly looked after if you move to another doctor so we will do our best to transfer your records quickly once we have your written consent.

To get a copy of your medical record, or any part of it, we need to check your identity and get consent from you, preferably in writing. Your doctor is able to discuss your medical record with you and can authorise a copy of your records.

Reminders and recalls

Our clinics are committed to preventative care and we may send you reminder notices or practice information from time to time. These are often part of national, state and territory reminder systems. This is a free service. If you do not want to receive a reminder letter please notify reception staff so we can take you off the reminder list.

Pathology

If you need pathology tests these will be organised by our nursing staff and health workers. Couriers collect from our clinics on a regular basis throughout the day. Pathology services are also located nearby. Staff will direct you to these services if needed.



Interpreter service

An interpreter service is available for those patients who may require assistance.

If you need an interpreter, please

Third party consent

You are welcome to have a support person with you in your consultation. We may make a note in your medical record that you attended your appointment with a support person. Also, we provide training for medical and nursing students.

We will ask your permission for students to be present during your consultation.



Services Provided

- Annual Health Checks
- Maternal and Child Health
- Childhood Immunisation
- Women's, Men's, Child and Adolescent health care
- Chronic Disease Management
 - GP Management Plan
 - Team Care Arrangements
 - Medication Review
- Acute care
- Telehealth
- Vaccinations – Flu & COVID
- Mental Health Care
- **Allied Health (services visit monthly)**
 - Diabetes Educator
 - Exercise Physiologist
 - Dietician
 - Podiatrist
 - Hearing Health
 - Optometrist
 - Occupational Therapy
 - Speech Therapy
- **Specialist Services**
 - Endocrine (Diabetes Specialist)
 - Cardiology (Heart Specialist)
 - Paediatrics (Child Specialist)

***Check with reception when services are scheduled to visit next*

Telephone access

During work hours medical calls will be transferred to clinical staff as required or a message will be taken and your call will be returned

