

## CLINIC INFORMATION FOR CLIENTS

### Our consulting hours

Wakefield Street Clinic consulting hours:  
Mondays: 9.00am-2.00pm  
Tuesday to Friday: 9.00am-5.00pm

Brady Street Clinic consulting hours:  
Mondays: CLOSED  
Tuesday to Friday: 9.00am-5.00pm

### After hours care

NunKuWarrin Yunti has an after-hours service delivered through GP Connect. You can call them on 8130 3333. This service is free – all clients are bulk billed which means Medicare covers the cost. If you contact them you will need to give them:

1. Your Medicare Card Number
2. The name of your treating Care Provider at NunKuWarrin Yunti.

GP Connect will write to your care provider with information about the service they provide you. This is so that your care provider can contact you for follow up if necessary and so NunKuWarrin Yunti can ensure your personal health record is kept up to date.

### In an emergency

If you find yourself in an emergency you should dial 000 immediately. If you need medical advice after hours please contact Health Direct Australia on 1800 022 222. Health Direct has an after hours GP helpline that will let you speak with a registered or accredited GP for further medical assessment and advice.

### Consultations are free

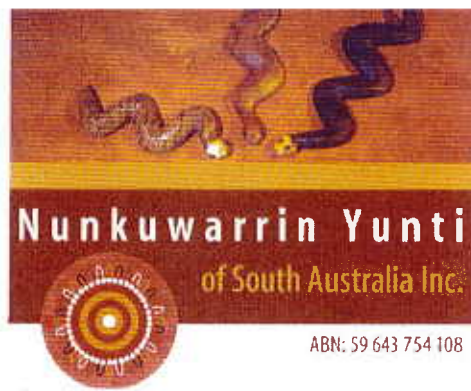
It is free for you to see a Care Provider at both of our clinics. All consultations at our clinics are covered by Medicare so you don't have to pay anything. If you are referred to another Care Provider we will try to make sure their fees are covered by Medicare so that you won't have to pay for that service either.

### How we manage the privacy of your personal information

Any information that you share with us is kept in a secure place. We are legally required to keep your information confidential. If you would like to know more about our privacy policy, you can read our '*Privacy of Your Personal Information*' Brochure. The brochure is available at both our clinics and also on our website [www.nunku.org.au](http://www.nunku.org.au).

### Getting the results of your tests or procedures

Your Care Provider (for example your doctor, health worker or nurse) will advise you when your results will be available and how to find out about your results. Unfortunately we cannot send any medical information to you by email.



### **Home and other visits**

Home visits can be arranged for regular clients of the clinic whose condition prevents them from attending the clinic.

These are arranged on a case by case basis. Please speak with the Senior Medical Officer for more information.

### **Contacting your Care Provider**

You can enquire about your health care at any time. When you call, we will do everything we can to put you through to your Care Provider. As we have many clients, your Care Provider may be with someone else and unavailable to speak with you at that time. In this case we will make sure they call you back as soon as possible. If the matter is urgent, we will find another Care Provider that will be able to help you.

### **How to make a complaint or give us feedback**

We are always looking for new ways to improve our services and make sure that you receive the best care every time. If you have a suggestion or are unhappy with a service, you can ask our staff for the Compliments and Feedback Form or the Complaints Form. If you would like more information on our suggestion and complaints process, you can read our '*Complaints Compliments Suggestions*' Brochure. The brochure is available at both our clinics and also on our website [www.nunku.org.au](http://www.nunku.org.au).

If you wish to make a complaint to the Health and Community services complaints commissioner ( HCSCC) please ring 1800 232 007

### **More Information**

We are located at:

182-190 Wakefield Street, Adelaide – Phone (08) 8406 1600

and

28-30 Brady Street, Elizabeth Downs – Phone (08) 8254 5300

You can view this information sheet and the following information from our website:

- Client Rights and Responsibilities brochure
- Privacy of Your Personal Information brochure
- Complaints Compliments Suggestions brochure
- Complaints Form
- Compliments and Suggestions Form

Go to [www.nunku.org.au](http://www.nunku.org.au) and click on **Client Information** or you can ask a staff member when you visit NunKuWarrin Yunti for any of this information.