



UNGOOROO GP DOCTORS CLINIC & HEALTH SERVICES

ALL
SERVICES
BULK
BILLED



Ungooroo GP & Health Service is an Aboriginal Community Controlled Health Organisation (ACCHO) and providing health care including Workplace Medicals and Chronic Disease Management as well as our other clinical services.

UNGOOROO OFFERS THE FOLLOWING SERVICES IN OUR GENERAL PRACTICE:

- ▶ Skin Health Checks
- ▶ Cervical Screening Tests
- ▶ Baby Check
- ▶ Chronic Disease Care
- ▶ Geriatric Medicine
- ▶ Workers Compensation
- ▶ Paediatric Care
- ▶ Child Immunisations
- ▶ Adult Immunisations
- ▶ Health Assessments
- ▶ 715 Health Check
- ▶ Pregnancy/Antenatal Care
- ▶ Basic Wound Care
- ▶ Hearing Screening - Audiometry
- ▶ Lung Function Screening - Spirometry
- ▶ Bulk Billing
- ▶ Open to the General Public



Accredited
General Practice

MACHEnergy
Mount Pleasant Operation

GLENCORE



Ungooroo Aboriginal Corporation acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners. We would like to acknowledge the Traditional Owners of our area, the Wanaruah People. We pay our respect to the elders past, present and future for they hold the memories, traditions, culture and hope of Indigenous peoples in Australia.

www.ungooroo.com.au

SINGLETON

Shop 1-4, 157-159
John Street,
Singleton NSW 2330

MUSWELLBROOK

2 Francis Street
Muswellbrook
NSW 2333

OPENING HOURS

Monday to Friday 8.30am - 5.00pm



UNGOOROO
ABORIGINAL CORPORATION

If you would like to make an appointment,
please contact the office on 6571 5111
or email medical@ungooroo.com.au

UNGOOROO GP & ALLIED HEALTH SERVICES

GENERAL PRACTITIONER (Doctor) Monday - Friday 8.30am - 5.00pm



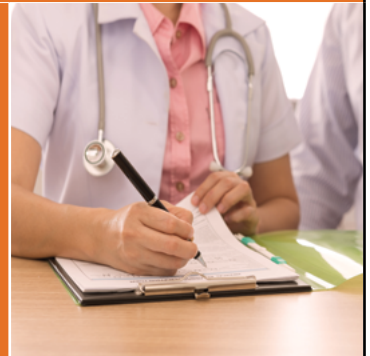
WEEKLY IN
SINGLETON AND
MUSWELLBROOK

DIETITIAN

9.00am – 4.00pm Fortnightly

- Weight management
- Cardiovascular disorders
- Gastrointestinal disorders
- Pulmonary conditions
- Malnutrition
- Paediatric obesity
- Oncology nutrition

FORTNIGHTLY IN
SINGLETON AND
MUSWELLBROOK



PHYSIOTHERAPIST 9.00am – 4.00pm Weekly

- Any muscle or joint pain
- Sports and workplace injury
- Reduced mobility and/or movement disorders caused from previous injury or illness
- Chronic lung disorders e.g. asthma, COPD
- Pre and post pregnancy-related injury or pain
- Arthritis pain



OPTOMETRIST

10.00am – 5.00pm Monthly

- All Adults and Children Bulk Billed for eye check
- Glasses assessment through Centrelink
- Signs of Glaucoma
- Macular degeneration
- Diabetic retinal disease testing



SPEECH THERAPIST 9.00am – 5.00pm Fortnightly

If you wish to be
place on our waiting
list please call
6571 5111



OCCUPATIONAL THERAPY 9.00am – 5.00pm

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PSYCHOLOGY 9.00am – 4.00pm WEEKLY

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OPENED
TO THE
GENERAL
PUBLIC

For all appointments phone

6571 5111

UNGOOROO HEALTH SERVICES SCHEDULE 2019

UNGOOROO GP & HEALTH SERVICES SCHEDULE CONFIRMED AS OF: 7/8/2019

GP – GENERAL PRACTITIONER (DOCTOR) WEEKLY IN SINGLETON	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	WEEKLY Mon, Tue, Thu & Fri	WEEKLY Mon, Tue, Thu & Fri	WEEKLY Mon, Tue, Thu & Fri	WEEKLY Mon, Tue, Thu & Fri	WEEKLY Mon, Tue, Thu & Fri
GP – GENERAL PRACTITIONER (DOCTOR) WEEKLY IN MUSWELLBROOK	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	WEEKLY Tue & Fri	WEEKLY Tue & Fri	WEEKLY Tue & Fri	WEEKLY Tue & Fri	WEEKLY Tue & Fri
PHYSIOTHERAPIST THURSDAY 9.00am – 4.00pm WEEKLY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	Tuesday 6th	Tuesday 3rd	Tuesday 1st	Thursday 7th	Thursday 5th
	Thursday 15th	Thursday 12th	Thursday 10th	Thursday 14th	Wednesday 11th
	Wednesday 21st	Wednesday 18th	Thursday 17th	Thursday 21st	
	Wednesday 28th	Monday 23rd	Tuesday 22nd	Thursday 28th	
			Thursday 31st		
DIETICIAN TUESDAY 9.00am – 4.00pm SINGLETON	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	Tuesday 6th	Tuesday 3rd	Tuesday 1st	Tuesday 5th	Tuesday 3rd
DIETICIAN TUESDAY 9.00am – 4.00pm MUSWELLBROOK	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
		Tuesday 17th	Tuesday 15th	Tuesday 19th	Tuesday 17th
OPTOMETRIST MONDAY 10.00am – 5.00pm MONTHLY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	Please call for more information	Please call for more information	Please call for more information	Please call for more information	Please call for more information

Ungooroo GP & Health Services will be introducing the follow services in the near future. Dates and appointment booking is still yet to be confirmed, however if you wish to be place on our waiting list please call 6571 5111 or email medical@ungooroo.com.au

- ▶ Speech Therapist
- ▶ Occupational Therapist
- ▶ Psychologist



Practice Information Sheet

AFTER HOURS ARRANGEMENTS

For urgent after hours care please ring **000** or go to **Singleton Hospital** Phone 65719 222 (Dangar Rd Singleton)

For after hours medical advice call



on **1800 022 222** to access a GP.

Call the after hours GP helpline for medical advice. You will receive advice on what to do about your health concern and where to go if you need face-to-face care.

When you call the after hours GP helpline, a registered nurse will complete an assessment and based on your symptoms the nurse may offer you a call back from a GP. The GP will contact you within 15 minutes or 1 hour depending on the severity and urgency of your health issue.

Monday to Friday 6pm – 7.30am

Saturday from midday

Sunday and Public Holidays all day

REMINDER SYSTEM

Ungooroo GP & Health Services has a computerised reminder and recall system for preventative health care which includes:

- 715 Health Checks
- Cervical Screening
- Immunisations
- Chronic Disease Management for Asthma and Diabetes

Please discuss with your doctor if you do not want to receive these reminders.

COMMUNICATION POLICY

The doctor, nurse or health worker may be contacted by phone during surgery hours. If the doctor is with a patient our reception staff will take a message and they will contact you when available.

PATIENT RESULTS

The doctor will advise you how long it will take to receive your test results. You will need to make an appointment to discuss your results.

If results are clinically significant you will be contacted by our staff to make an appointment with the doctor.

Reception are unable to give you your results over the phone.

HEALTH INFORMATION MANAGEMENT POLICY

Ungooroo GP & Health Services is a NSW Health Provider in the private sector, bound by the Health Records and Information Act 2002 (NSW) and the Privacy Act 1988.

The Australian Privacy Principles and the NSW Health Privacy Principles set the standards by which we handle personal information collected from our patients as we are committed to providing quality health care for our patients and we recognise the importance of ensuring that our patients are fully informed and involved in their health care.

As part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health.

The files contain the following information: personal details (your name, address, date of birth, Medicare number), your medical history, notes made during the course of medical consultations, referrals to other health providers, results and reports received from other health service providers.

The file will be accessed by your medical practitioner and where necessary by other practitioners in the practice. It will also be necessary for our staff to handle your file to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment.

At times, it may be necessary to allow external organisations to access our practice and possibly to view medical records. They will obviously be aware of the need to preserve the requirement of the privacy act. Ordinarily we will not release the contents of your medical file without your consent; however we advise that there may be occasions where we will be required to release details, for example, where the law requires it, such as a subpoena.

We advise that as a patient of this practice, you have rights of access to any information we hold concerning you. Should you wish to access this information, we refer you to our handout entitled "accessing your medical record". This practice does not intend to disclose your personal information to overseas recipients.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We welcome any feedback or concerns you may have and our waiting room has a suggestion box or feel free to discuss with our staff.

Should you at any time, have a complaint in relation to the services of this practice, please discuss either verbally or in writing with the Practice Principle and it will be attended to as soon as possible.

If you feel the issues needs to be addressed by an outside body please contact:

Health Care Complaints Commission

Locked Bag 18, STRAWBERRY HILLS NSW 2012

Phone: (02) 9219 7444

PRACTICE BILLING PRINCIPLES

Ungooroo GP & Health Services is a bulk-billing practice.

Please make sure you bring your Medicare card and any other Concession cards with you.



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