

Clinic Information and Opening Hours

Chief Executive Officer: Colleen Purcell
Senior Medical Officer: Dr Alana Young
Executive Officer: Andrea Sorbello
Corporate Services Manager: Dayle Mauloni
Health Service Manager: TBA



10 Ernest Street, Innisfail

Ph.(07) 40615 100

Monday—Friday 8.30am—5.00pm

Team Leader: Charlene Badham

Receptionists: Vicky Kyle

Keagan Widdicombe

Keahna Johnson

25 Gladly Street, Innisfail

Ph. (07)40615 199

Monday-Friday 8.30am-5.00pm

Clinic Coordinator: Leimeena Day

Receptionist: Niree Tanner

41 Grigg Street, Ravenshoe

Ph. (07)40435 200

Mt Garnet Outreach Clinic on Tuesdays

Monday—Friday 8.30am-5.00pm

Clinic Coordinator: Caleb Walker

Receptionists: Shannon Brennan

Carol Turpin

91 Munro Street, Babinda

Ph.(07) 40671 366

Monday-Friday 8.30am—5.00pm

Clinic Coordinator: Kenneth Laza

Receptionist: Rebecca Cameron

8 Watkins Street, Tully

Ph.(07) 40680 000

Monday-Friday 8.30am-5.00pm

Clinic Coordinator: Elisha Maher

Receptionist: Sharon Perger

Please note—On occasion all Clinics will be closed, either fully or partially, on a Friday for staff training and development. Prior notice will be given to patients in this instance.

MAMU HEALTH SERVICE LIMITED IS A BULK BILLING SERVICE.

**IF YOU ARE NOT REGISTERED WITH
MEDICARE OR VETERANS AFFAIRS YOU
WILL BE CHARGED A MINIMUM FEE OF
\$75.00**

**Script requests are at the discretion of
the Doctor. Where scripts are written
without a consultation an *administration*
fee will be charged. You must allow 1-3
days notice for this service.**

*We welcome your feedback on our Service.
There is a suggestions/compliments box in the
waiting room, a formal survey is
conducted regularly, or you may offer
feedback informally to staff.*

COMPLAINTS

We take your concerns and complaints seriously. Please see our complaints brochure, which explains the processes of our complaints system. You may also contact:

Office of the Health Ombudsman (OHO)

PO Box 13281

George St, Brisbane QLD 4003

Telephone: 133 646

Email: complaints@oho.qld.gov.au

www.oho.qld.gov.au

Australian Human Rights Commission

GPO Box 5218, Sydney, NSW 2001

Tel- 1300 656 419 (Complaints)

Tel- 1300 369 711 (General Enquiries)

INTERPRETER SERVICE

We have access to the **Translation and Interpretive Services**. 24 Hrs, 7 Days per week, at the cost of a local call -1300 131 450

National Relay Service for the Deaf

TTY Voice calls—133 677

Speak and Listen—1300 555 727

SMS Relay—0423 677 767



“our health our future”

Clinic Information Brochure

PO Box 1537
INNISFAIL Q 4860

Ph.(07) 4061 5100

Ph. 1800 765 966

Fax:(07) 3220 6394

www.mamuhsl.org.au

Innisfail Primary Health Care Clinic
Ravenshoe Primary Health Care Clinic
Tully Primary Health Care Clinic
Yabu Nyalngga Mum's & Bub's Program
Babinda Outreach Clinic

After hours Care

In an emergency call 000
Or go to your nearest hospital

This brochure is designed to help you understand the services provided by MAMU HEALTH SERVICE LIMITED (MHSL)

Servicing from

Fishery Falls to Tully & West to Ravenshoe.

*Mamu Health Service Limited is funded by the
Department of Health*



Doc_305_Clinic Information Brochure _V7

**MAMU HEALTH SERVICE
LIMITED HAS A
NON SMOKING POLICY**



TRIAGED CALLS TO THE DOCTOR

Only emergency calls and calls from other health professionals e.g. pathology, medical specialists, are put directly through to the registered nurse. Calls from clients will be taken as a message for the Doctor, and the call will be returned when reviewed.

RESULTS

MHSL does not give test results out over the phone. For all test results please see Reception to book the next available appointment.

REMINDER SYSTEM

Our clinic is committed to preventative care. We may send you a recall/reminder letter from time to time offering preventative health services appropriate to your care. If you do not wish to be a part of this system, please let our staff know.

TRANSPORT

MHSL provides transport to eligible clients to access the Innisfail, Mums and Bubs, Babinda, Tully and Ravenshoe Clinics, as well as specialist appointments when referred by MHSL Doctors. To access this service MHSL requests a donation of \$10 for out of town appointments. Please request a copy of the Transport Brochure for more information.

Terms and Conditions Apply.



HOME (within 10kms) & RESIDENTIAL CARE VISITS

Our health workers do home visits on a regular basis. These visits are arranged for regular clients. Residential care Home Visits are attended weekly by the Doctor with assistance from a Health Worker.

PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times, and to ensure that this information is only available to authorised staff. Your personal health information may be used for National & State Health Registers, quality assurance (Accreditation) and for continuity of care with other treating health professionals. You may request access to your personal information held by Mamu Health Service Limited at any time, however please allow 2-3 days for all requests to be processed.

AFTER HOURS CARE

Clients requiring after hours Medical attention should present to the:
Babinda Hospital (07) 40678 200
Innisfail Hospital (07) 40161 411
Atherton Hospital (07) 40910 211
Tully Hospital (07) 40624 144

or dial 000 if it is an emergency.

After hours home visits are provided to palliative care clients and as arranged with the treating doctor.

HEALTH SCREENING

This service is provided routinely for clients. MHSL offers primary healthcare screening using appropriate systems and screening tools, to deliver preventative and ongoing holistic care with linkages to other allied health care providers.

MHSL PRIVACY POLICY

Mamu Health Service Limited has a Privacy Policy in place. It is available free of charge upon request. Mamu Health Service Limited also has a Privacy Brochure which provides a summary of our Privacy Policy for your convenience.

APPOINTMENTS

Long consultations are available. Please inform reception if you require a longer Appointment.

WOMENS HEALTH CARE

MHSL has a female professional pap smear health provider, employed to cater for the health and educational needs of the women of this community. We also have a well women's health clinic monthly. Please check with Reception staff.

MENS HEALTH CARE

MHSL has a male health professional employed in the clinic to assist with the specific health needs of the male clients.

CHILDHOOD and ADULT IMMUNISATIONS

Immunisations are conducted everyday between the hours of 8.30am and 5.00pm when the nurse is available. We are also proactive with adult immunisations such as Pneumococcal, Influenza and Hepatitis B. Please ring and make an appointment to see the nurse.

ANTENATAL CARE

The New Directions Mums & Bubs Program is situated at 20 Owen St Innisfail - 40 615199. MHSL offers antenatal services for women inclusive of shared care with the Innisfail hospital as well as pregnancy care, education and advice from our female health professionals.

VISITING ALLIED HEALTH

MHSL have various Allied Health Professionals (e.g. Podiatrist, Dietician, Diabetes Educator) visit our clinics on a regular basis. To access these services a referral or care plan is required. Contact your nearest MHSL clinic for more information.

CONTINUITY OF CARE

In order for clients to receive the best possible care, our service has a clinical handover policy that enables continuity of care for our patients. MHSL aims to provide the same Doctor to patients, however at times this may not be possible.