

### My Health Record

Your eHealth (electronic) record will be a secure on-line summary of your key healthcare information. You will control what goes into your eHealth record and who is allowed to access it. To apply you can call 1800 723 471 or apply online at <https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/content/home> Alternatively you could visit your local Medicare Office.

### Privacy & Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this Health Service to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at <http://www.oaic.gov.au/>

### Telephone Calls

Doctors at DYHS East Perth may be contacted via telephone during opening hours. If the doctor is unable to take your call, a message will be taken and you will be advised when you will be provided with a return telephone call. Emergency telephone calls will be put through to the doctor immediately.

### Test Results

All test results are strictly confidential and in order to protect your privacy, this service does not give results to patients over the telephone.

The doctor will advise you when to return for your results. All urgent results will be followed up with you directly.

### Our Doctors

Dr Basim Al-Maliki      Dr Eman Ahmad  
Dr Paula Edgill      Dr Sjeff De Jong  
Dr Depak Naran

### Our Team

The Derbarl Yerrigan Health Service in East Perth will provide primary health care services through a range of health professionals including:

- Aboriginal Health Workers
- Nurse Practitioner
- General Practitioners
- Registered Nurses

### Cultural Background and Ethnicity

It is the commitment of our service to provide the best care to Aboriginal and Torres Strait Island patients. Staff at this service will encourage you to identify your cultural background and/or ethnicity to ensure that your care is tailored to your needs. This information will be requested on your "new patient" registration form.

### Your Rights

Improving our level of service is our top priority. If you have a problem with this service we would like to hear about it. Please discuss your issue with a Health Worker, nurse or doctor. Alternatively, you can write to us or use our suggestion box located in the reception area. We take your concerns and complaints seriously. If you need to complain further and feel that you need to discuss the matter outside this service there are several options available, which include:

Health and Disability Services Complaints  
Office  
GPO Box B61, Perth WA 6839  
Telephone: 08 9323 0600  
Regional Freecall Number: 1800 813 583  
Or  
Health Consumer Council of WA  
GPO Box C134 Perth WA 6839  
Telephone 08 9221 3422



## Derbarl Yerrigan Health Service East Perth

### Patient Information Brochure



### Our Vision

To provide a cultural model of health service delivery that meets the needs of Aboriginal and Torres Strait Islander people and communities in the Perth metropolitan region.

### Our Mission

Our Mission is to provide holistic and culturally secure health services for Aboriginal and Torres Strait Islander people and communities in the Perth metropolitan region.

### Our Contact details

156 Wittenoom Street  
East Perth WA 6004  
Ph: (08) 9421 3888  
Fax: (08) 9421 3883

### Our Services

We have a range of visiting programs and services to provide clients such as:

- Maternal & Child Health
- Chronic Disease Management
- Aboriginal Liaison Officer
- Indigenous Outreach
- Bringing Them Home
- Allied Health Services

### Opening Hours

Monday- Friday 9am-7pm  
Saturday 9am – 12.30pm  
Sunday Closed  
Public Holidays Closed

### After Hours Care

If you require care outside the normal opening hours, please contact Doctor Doctor – 13 26 60 or go to your local GP After Hours Clinic or hospital emergency department.

### Emergency All hours

**Phone 000**

### Behaviour

Derbarl Yerrigan Health Service has a Zero Tolerance to bad behavior Policy.



Violence against our Staff & Clients



You WILL be asked to leave!

### Fees and Billing Arrangements

All services performed at this health service are bulk billed to patients who have a Medicare card.

Transient patients (ie tourists) may be charged a fee above the bulk-billing rate for services provided by this clinic which approximates the AMA schedule of fees.

All patients will be advised of any out of pocket expenses before costs are incurred.

### Appointments

We operate dual system whereby patients can book appointments or walk in to the clinic at any time during working hours.

Booked appointment will be seen as close to the booking time as possible, walk in's will be seen as soon as it is practicable.

Emergencies will always be given priority and our receptionist will attempt to tell you if there is any delay due to an emergency.

If you or a family member, require an interpreter, we can organise this for you.

### Longer consultations

When you see one of our doctors consultation will be as long as is needed, every time you come to the clinic.

### Smoking

Derbarl Yerrigan Health Service has a **No Smoking Policy.**



### Home Visits

Patients are provided with a service where, if a patient has an urgent medical condition and is unable to attend the clinic and it is necessary that they see a doctor, we can provide transport by either pick up or provision of taxi vouchers to and from a patient's home.

Please note: that this service is only for Aboriginal patients who have an urgent condition and have no other means of obtaining transport.

There are times when a doctor will provide a home visit. This may happen any time in or out of hours and is at the discretion of the doctor

### Reminder System

This service is committed to providing preventative care to patients. We will seek your permission to be included in our system for reminders. We will issue you with reminder notices from time to time offering you preventative services appropriate to your care. If you do not wish to be part of this system please let your Doctor, Health Worker or Nurse know.

### Request for Personal Health Information

Patients of our clinic have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000.

### You need to Know

The doctors at this service **DO NOT** prescribe or stock **OPIATES** or **BENZODIAZEPINES**, This includes:

**MS Contin**  
**Oxycodone**  
**Diazepam**

**Kaponol**  
**Oxycontin**  
**Clonazepam**

If you need those medications you need to be seen at a Hospital Emergency Department.