





GP DOCTORS CLINIC and HEALTH SERVICES SINGLETON & MUSWELLBROOK

Due to COVID-19, Ungooroo GP & Health Services have expanded our services to include Telehealth services for eligible patients per the new Medicare criteria to ensure continuity of care to all of community during this pandemic. During COVID-19 we have closed our outreach clinics in schools and in Muswellbrook until further notice. We do ask patients, clients, and team members displaying cold or flu like symptoms to refrain from coming to Ungooroo.

- Experienced providers in Aboriginal Health & General Practice
- Accredited General Practice AGPAL
- Endorsed through AH&MRC
- Open to the GENERAL PUBLIC
- ALL SERVICES BULK BILLED

Kindly supported by

MACHEnergy GLENCORE

Mount Pleasant Operation

SINGLETON & MUSWELLBROOK Open Monday to Friday 8:30am - 5:00pm

UNGOOROO OFFERS THE FOLLOWING SERVICES IN OUR GENERAL PRACTICE:

Skin Check

- Pap smear/cervical screens
- Pregnancy/Antenatal Care
- Baby Check
- Chronic Disease Care

- Geriatric Medicine
- Workers Compensation
- Paediatric Care
- Child Immunisations
- Adult Immunisations
- Health Assessments
- ► 715 Health Checks
- Basic wound care
- Physiotherapy weekly
- Dietician fortnightly
- Speech Therapy weekly

If you would like to make an appointment, please contact the office on 6571 5111

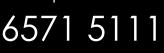
LOCATION: Shop 1-4, 157-159 John Street, The Singleton Centre, Singleton NSW 2330 If you would like to make an appointment, please contact the office on 6524 5522

LOCATION: 2 Francis Street, Muswellbrook NSW 2333

www.ungooroo.com.au

UNGOOROO GP & ALLIED HEALTH SERVICES

GENERAL PRACTITIONER (Doctor) DIETITIAN Monday - Friday 8.30am - 5.00pm Fortnightly – Tuesdays Gastrointestinal disorders WEEKLY IN SINGLETON AND **MUSWELLBROOK FORTNIGHTLY IN** SINGLETON AND MUSWELLBROOK **PHYSIOTHERAPIST OPTOMETRIST Every Thursday** Monthly • All Adults and Children • Any muscle or joint pain • Sports and workplace Bulk Billed for eve check Glasses assessment • Reduced mobility and/ through Centrelink or movement disorders Sians of Glaucoma caused from previous Macular degeneration injury or illness • Chronic lung disorders e.g. • Diabetic retinal disease asthma, COPD testing • Pre and post pregnancyrelated injury or pain • Arthritis pain SPEECH THERAPIST **Every Monday** I support the • Speech sound errors - the Stuttering • Oral-motor issues e.g. pronunciation of words • Swallowing and feeding tongue ties, lip ties, ndis and sounds difficulties for children reduced tongue and/or • Language difficulties e.g. e.g. picky eaters, trouble jaw strength memory issues, difficulties transitioning between • Ungooroo's Speech following directions or Therapist can also assist textures understanding instructions, • Swallowing and feeding patients suffering from late talkers difficulties for adults Autism Spectrum Disorder, Reading difficulties e.g. takes longer to chew Post-Stroke Therapy & • Voice issues e.g. it hurts food, maybe coughing Parkinson's Disease when you speak, your and choking when voice is very quiet eating, excessive saliva production ORO CD & HEALTH For all appointments phone



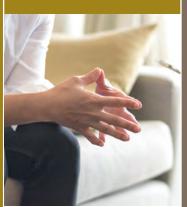
UNGOOROO GP & ALLIED HEALTH SERVICES

PSYCHOLOGY

Mondays, Thursdays and Fridays Now available to Ungooroo patients and clients. Eligibility criteria applies.

- Anger Management
- Anxiety and Adjustment
 Difficulties
- Attention Deficit
 Hyperactivity Disord
- Autism Spectrum Disorder
- Bereavement, Grief and Loss
- Bullying
- Conduct Disorder and Oppositional Defiant disorder
- Depression
- Emotional Regulation Difficulties
- Gender Reassignment
- Mood Disorders
- Obsessive-Compulsive
 Disorders
- Personality Disorders
 Post traumatic Stress
- Disorders • Relationship and Family Therapy

- Self-confidence and selfesteem issues
 Self harm Pehaviours
- Sleep Disorders
- Social Skills Training
- Substance-Related Disorders
- Work Place Conflict



Supported by BHP Vital Resources Fund



UNGOOROO

ABORIGINAL CORPORATION

OCCUPATIONAL THERAPY Weekly - To be determined

- Plan, organise and conduct occupational therapy programs in the community
- Assist patients in the transition back to work
- Injury prevention

 including manualhandling assessments, claims history reviews, ergonomic assessments, development of alternate duties, work-conditioning programs and the redesign of workplaces
- Assist patients in the reduction of pain and swelling, improve the range of movement, assist in muscle re-education and strengthening through the use of equipment/techniques such as hot/cold packs, electrotherapy, manual therapy, biofeedback, taping and splinting
- Retrain patients to use mobiliser assisted devices such as walking frames, crutches, sticks, wheelchairs, splints to assist/improve mobility
- Assess development of premature babies and plan and provide therapy for children with movement problems/ physical disabilities
- Assist individuals with permanent disabilities to maximise their ability to function
- Work as part of a team of health professionals, to provide a multidisciplinary care plan, to improve a person's health



OPENED TO THE GENERAL PUBLIC

ALL SERVICES BULK BILLED

For all appointments phone 6571 5111







www.ungooroo.com.au

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

healthdirect 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.



UNGOOROO

ABORIGINAL CORPORATION

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