



JULY 2020
UNGOOROO
ABORIGINAL CORPORATION



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 | ▶ Geriatric Medicine | ▶ Health Assessments |
| ▶ Pap smear/cervical screens | ▶ Workers Compensation | ▶ 715 Health Checks |
| ▶ Pregnancy/Antenatal Care | ▶ Paediatric Care | ▶ Basic wound care |
| ▶ Baby Check | ▶ Child Immunisations | ▶ Physiotherapy weekly |
| ▶ Chronic Disease Care | ▶ Adult Immunisations | ▶ 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)
Monday - Friday 8.30am - 5.00pm



**WEEKLY IN
SINGLETON AND
MUSWELLBROOK**

DIETITIAN
Fortnightly – Tuesdays

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

**FORTNIGHTLY IN
SINGLETON AND
MUSWELLBROOK**



PHYSIOTHERAPIST
Every Thursday

- 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
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
Every Monday

- Speech sound errors - the pronunciation of words and sounds
- Language difficulties e.g. memory issues, difficulties following directions or understanding instructions, late talkers
- Reading difficulties
- Voice issues e.g. it hurts when you speak, your voice is very quiet

- Stuttering
- Swallowing and feeding difficulties for children e.g. picky eaters, trouble transitioning between textures
- Swallowing and feeding difficulties for adults e.g. takes longer to chew food, maybe coughing and choking when eating, excessive saliva production

- Oral-motor issues e.g. tongue ties, lip ties, reduced tongue and/or jaw strength
- Ungooroo's Speech Therapist can also assist patients suffering from Autism Spectrum Disorder, Post-Stroke Therapy & Parkinson's Disease



I support the
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For all
appointments
phone

6571 5111

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 Disorder
- 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 self-esteem issues
- Self-harm Behaviours
- Sleep Disorders
- Social Skills Training
- Substance-Related Disorders
- Work Place Conflict



Supported by

BHP

Vital Resources Fund

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 manual-handling 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



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Mount Pleasant Operations

GLENCORE



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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.



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