

Fees & Bulk Billing

We provide a bulk billing service which means there is no charge for medical consultations. However, there may be costs associated with specific treatments outside of MHSL. This should be discussed with your doctor at the time of consultation.

Recall and Reminder System

Our Recall and Reminder System assists in follow-up of tests, pathology results, referrals and appointments essential for continuing patient care. If you are due to come back for a Recall, you will be contacted by telephone at different times of the day by our reception staff. If we are unable to make contact with you by phone, we will then follow up by mail.

Please Note:

Once our service has notified you in writing, it's then your responsibility to contact us to arrange for a follow up appointment.

Management of Your Personal Health Information

Consultations are strictly confidential.

It is the policy of this practice to maintain security of personal health information at all times. Our practice ensures your personal health information is only available to authorised staff.

If you would like to know more about MAMU Policy on protecting your personal health information, please ask reception staff for assistance.

Your Rights

If you have any concerns, suggestions and complaints, we would like to hear about it. Please feel free to talk to our staff or you may prefer to write to us. We take your complaints very seriously and if necessary, we will refer the matter to our Board of Directors for consideration.

If you are not satisfied with the outcome of a complaint, or in the way your complaint was handled, you can refer the matter to the Office of the Health Ombudsman or the Australian Human Rights Commission:

Office of the Health Ombudsman (OHO)
PO Box 13281, George St, Brisbane QLD 4003
Telephone: 133 646
Email: complaints@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)



Mamu Health Service Limited
Administration & Support Services Centre
23 Gladly Street, Innisfail QLD 4860
Tel. 07 4061 9988 Fax. 07 4061 5188
Email: enquiries@mamuhsl.org.au



Our Health, Our Future

Clinic Information

for

**Innisfail Primary Health Care
GP Clinic**

Ravenshoe Outreach

Babinda Outreach

Tully Outreach

Mums & Bubs

**To book a appointment please call on
FREECALL 1800 765 966 or 07 40615100**



Medical Service Information

Welcome to the Mamu Health Service Limited.

We are an Aboriginal Community Controlled Health Organisation providing culturally appropriate and preventive primary health care for Aboriginal and Torres Strait Islander people and communities in Innisfail, Tully, Babinda & Ravenshoe.

Clinic Hours

We are open from 8:30 am – 5 pm on Monday to Thursday and 8:30am—3pm Fridays. The service is closed Saturday, Sunday and Public Holidays.

On occasion, our clinic will be closed for staff training and development. Prior notice will be given in this instance.

Appointments

To see a doctor, you will need to make an appointment. Longer consultations are available for health checks, employment physicals, Centrelink forms and WorkCover, etc. You can make an appointment by phoning our friendly Reception staff on 07 4061 5100. It is important that you call to cancel an appointment if you are unable to keep it.

Walk-ins

We provide a Walk in service for minor injuries and general illnesses such as the 'Flu' including first aid, sexual health screening, spirometry and immunisations. Patients are allocated to nurses and Aboriginal Health Practitioners prior to seeing a doctor. Patients are seen in order of arrival. However, booked appointments and urgent matters will always be given priority.

Emergencies and After Hours

For all URGENT or LIFE THREATENING medical conditions such as chest pain, severe abdominal pain and difficulty breathing, we recommend you call '000' or present at the Innisfail Hospital: 87 Rankin St, Innisfail QLD 4860 Tel. 07 4016 1411 .

Phone Calls

Patients are able to obtain advice or information about their clinical care by telephone when a face-to-face consultation is considered unnecessary.

However staff will not provide tests and results by phone.

Getting the Results of Any Test or Procedure

During your appointment, your doctor will advise when your results are due back, and whether or not you should make a follow up appointment. Where clinically urgent, you may be contacted for a follow-up appointment.



Transport

Transport is a courtesy service provided to patients who do not have access to a vehicle. Transport is limited to and from our service. 48 hours notice is required for transport bookings for local, and 1 weeks notice for regional transport. Please notify our reception immediately of any transport cancellations.

Our Practice

Doctors working at MHSI clinics include:

Senior Medical Officer: Dr Alana Young
General Practitioners: Dr Vuchuru A Reddy
Dr Marium Rind
Locums and Registrars

General Clinic Staff

Nursing staff, Aboriginal Health Workers and Practitioners & Community Outreach Worker

Specialist Services Available

- Antenatal, Mum's & Bub's Clinic
- Integrated Team Care (ITC)
- Mental Health Clinician
- Nephrology
- Psychiatric Services
- Hearing Australia
- Telehealth Services

External Referral Services

- Allied Health Professionals (Diabetes Educator, Dietician, Exercise Physiologist, Optometry, Podiatry and Speech Pathology)
- Interpreter Services
- Mental Health Services

Social & Emotional Well Being & Family Wellbeing Services

- Counselling
- Supporting Smoking Cessation
- Community and School-based Programs
- Alcohol and Other Drug Support
- Family and Domestic Violence Programs
- Men's and Women's Groups

Pathology

We have an on-site pathology service, which is open from 8:30 am—1 pm daily.