

## Clinic Hours

### Monday, Tuesday, Thursday & Friday

8.45am – 4:30pm

### Wednesday

9:30am – 4:30pm

### Saturday, Sunday & Public Holidays

Closed

This practice has a no smoking policy.



## Services

- Care Coordination
- Care Planning
- Chronic Disease Team
- Oral Health
- Dietician
- Drug & Alcohol
- Exercise Physiologist
- Eye Health
- Child Health Team
- Hearing Health
- Health Assessments
- Immunisation
- Maternal and Neonatal Care
- Outreach Clinics
- Podiatrist
- Speech Pathology
- Transport
- Families First
- Australian Nurse-family Partnership Program (ANFPP)
- Women's Health

## Specialist Clinics

- Cardiology • Geriatrics • Paediatrics
- Psychiatry • Renal • Rehabilitation
- Endocrinology • Diabetes • Respiratory

Some of these services offer outreach clinics and home visits. For further enquiries, please speak with Reception.



# Durri

Aboriginal Corporation Medical Service  
ICN 27

📞 02 6560 2300

📠 02 6562 7069

📍 15-19 York Lane  
Kempsey NSW 2440

✉ PO Box 136  
Kempsey NSW 2240

## Patient Information Brochure

[durri.org.au](http://durri.org.au)

## Appointments

Durri Clinic offers a combination of walk-ins and booked appointments.

Emergencies will always be given priority and our reception staff will advise you if there is any unforeseen delay.

Every effort will be made to accommodate your preferred GP.

Longer consultation times are available, so please ask our receptionists if you require some extra time when booking your appointment.

Should the practice be unable to see you, we operate a referral system to other providers who may be able to assist.

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

## Care Outside Normal Opening Hours

**In an emergency phone the NSW Ambulance Service on 000.**

Durri ACMS has a formal agreement with the Local Health District in relation to afterhours care.

Please contact Kempsey District Hospital – 02 6561 2600.

For telephone advice about non-urgent health matters please contact Healthdirect on 1800 022 222 (free call from landline).

## Telephone Access

Telephone advice is available from the Clinic Nurse who will liaise with the Doctor and make the necessary arrangements.

## Home and Other Visits

Home visits by Doctors are not generally available at this practice unless clinically indicated ie: palliative care. Consideration for home visits are at the discretion of the Doctor.

## Fees & Billing Arrangements

This practice bulk bills however there may be a cost associated with some external services such as some investigations or referrals to specialists. Some financial support may be available (subject to eligibility criteria) to assist with these expenses from Durri ACMS.

## Getting the Results of Tests & Procedures

The clinic will make every effort to contact you in the event of an abnormal test result and help you to make an appointment with a Doctor. You can assist us by making sure your contact details are up to date. Test results will not be given out over the phone.

## Reminder & Recall System

Our practice is committed to preventive care. Your doctor will seek your permission to include you on our reminder system. We may issue you with a reminder from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your doctor know.

## Management of Your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of Clinical Staff. Management of your personal information is governed by the *Health Records and Information Privacy Act 2002*.

If you wish to transfer your health records to another health service provider, please arrange this with your new provider. We will forward a summary of your information upon receipt of a written authority to transfer your records.

## Your Rights

We take your concerns, suggestions and complaints seriously. If you have a problem, we would like to hear about it. Please feel free to talk to your doctor or other staff member. If you would like to put your complaint in writing, Customer Feedback Forms are available at Reception. If you believe that your complaint is too serious to be dealt with locally, please contact the Health Care Complaints Commission on 1800 043 159 (free call from landline).

## Our Rights

Staff at Durri have a right to a safe workplace. Abusive, obscene or aggressive behaviour and language will be dealt with under a policy of zero tolerance.