



Griffith Aboriginal Medical Service

Griffith Aboriginal Medical Service

38-42 Jondaryan Avenue

PO Box 1424

Griffith NSW 2680

www.gams.org.au

Phone: 6962 0000

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**Find us on
Facebook**

Please feel free to search our Facebook page for information regarding our services and how we are striving to be a welcoming, community focused organisation. Delivering culturally appropriate service and programs aiming at improving the health and wellbeing of the Aboriginal community.

Griffith Aboriginal Medical Service

Service & Program Information

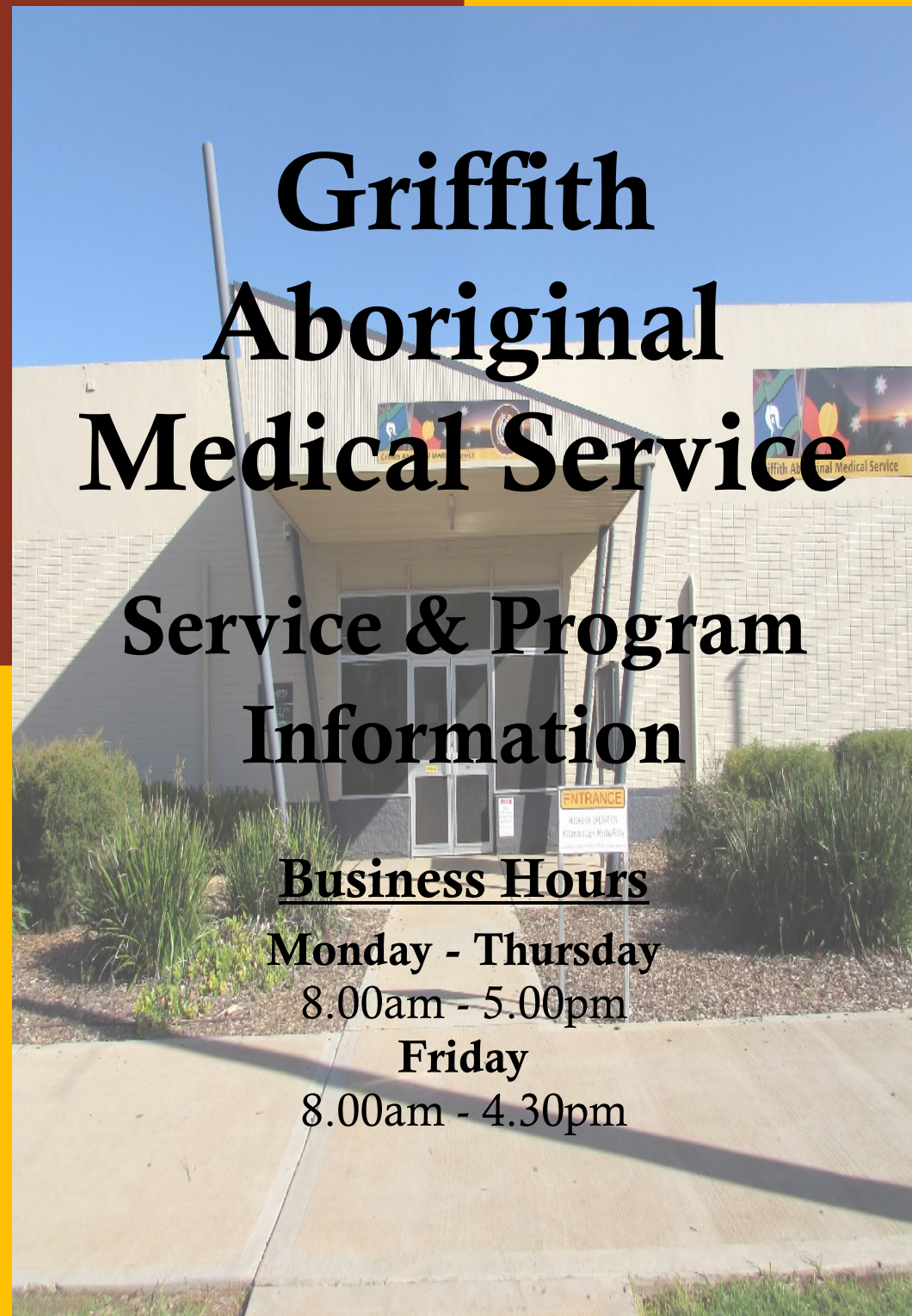
Business Hours

Monday - Thursday

8.00am - 5.00pm

Friday

8.00am - 4.30pm



Purpose Statement

Griffith Aboriginal Medical Service strives to be a welcoming, community focused organisation delivering culturally appropriate services and programs aimed at improving the health and wellbeing of the Aboriginal community. Griffith Aboriginal Medical Service is committed to contributing to the community and continuously improving the way it operates. Griffith Aboriginal Medical Service works in partnership with mainstream service providers and advocate for improvements in the appropriateness of their service

Aboriginal Appointments

We have six appointments per GP reserved each day for Aboriginal Clients **ONLY**. We ask that you please contact reception the morning you wish to book the appointment at 8am.

Complaints

Any complaints regarding the Griffith AMS must be in writing, signed and directed to:

**The Practice Manager
Griffith Aboriginal Medical Service
PO Box 1424
Griffith NSW 2680**

If you are unhappy with this outcome you can contact the Aboriginal Liaison Officer at the NSW Health Care Complaints Commission on **1800 043 159** or refer the matter to the office of the NSW Privacy Commissioner on **(02) 9228 8585**

While clients have the right to choose the doctor of their choice, clients also need to accept that their doctor of choice may have a longer waiting list. If you are not willing to wait the time speak with our friendly reception staff about an alternative doctor.

After Hours

Clients requiring after hours medical attention should contact Griffith Base Hospital on 6969 5555 or if there is an emergency please call 000.

Consultations

A standard consultation is 20 minutes. If you feel you may require a consultation longer than the allotted 20 minutes, please advise reception at the time of making your appointment.

Interpreting Services

Interpreting services can be made available. Please inform reception at the time of making your appointment.

Billing

The Griffith Aboriginal Medical Service bulk bills patients through Medicare. Clients are required to present their Medicare Cards on arrival. However, if clients don't have a Medicare Card they are required to pay a \$60 fee.

Medical Services

Our service is staffed by four
General Practitioners

Dr Yalini Thevashangar

Dr MD Hussain

Dr Pararajasingam Karunapalan

Clinic Hours

Monday - Thursday

8.00am - 5.00pm

Friday

8.00am - 4.30pm

Our Staff

Our service has the following staff available to assist in striving for improved health outcomes for our community:

- **Chief Executive Officer**
- **Practice Manager**
- **Business Manager**
- **Practice Nurse x3**
- **General Practitioners x5**
- **Enhanced Primary Care Officer**
- **Administrative Assistants x3**
- **Speech Pathologist x 2**
- **Child Counselor**
- **Social & Emotional Wellbeing Worker**
- **Aboriginal Outreach Worker**

Client Feedback

To ensure that Griffith AMS continues to provide the highest quality service to our clients we rely on constant feedback in regards to our service provision.

Your able to offer feedback in the following ways:

- Via the message box available on this webpage
- Via feedback forms available at reception
- Via signed letter mailed to Griffith AMS

Aboriginal Community

Under contractual arrangements with the Commonwealth and State governments this Aboriginal Medical Service receives funding to provide health services to members of the Aboriginal community as a matter of priority. Whilst circumstances may enable the provision of services to non-Aboriginal people due to funding conditions and limited resources this organisation reserves the right to decline services to non-Aboriginal people. Conversely, subject to the provision of Section 21 of the *Anti Discrimination Act (1977)* that enables Aboriginal people access to services or opportunities to meet their special needs, this organization reserved the right to request proof of Aboriginality for people seeking access to such services.

Home Visits

The Griffith AMS does provide a home visiting service at the discretion of Clinical Staff, however, if transport is an issue for our Aboriginal clients please inform reception at the time you make your appointment and transport may be provided.

Client Information

Confidentiality is our highest priority. Client information is secure and only accessed by the GP. Your medical information can and only be released to a third party after you have provided your written consent. Our Privacy Policy is available on request.

Client Results

Client results are only given out by the GP. Staff can take client contact details and the GP will contact you when then are free to discuss your results. Client recalls are prioritised by the GP and if they need to see you urgently regarding your results reception staff will contact you to make arrangements.

- **Bringing Them Home Worker**
- **Child and Maternal Health Team**
- **Drug and Alcohol Team**
- **Transport Officer**
- **Tackling Indigenous Smoking Workers x5**
- **Endocrinologist every 3 months**
- **Ears Nose & Throat Specialist every month**
- **Podiatrist once a month**
- **Promotional Marketing Officer**
- **Trainee Mental Health Worker**
- **Medicare Officer**

Transport can be provided for our Aboriginal clients. Clients are asked to contact the service for more information.

Clinical Services are supported by the Practice Nurse

Adult Health Checks are coordinated by the Enhanced Primary Care Worker

The Aboriginal Child and Maternal Health Teamwork with young families with children up to the age of four years

The Service also employs a Social & Emotional Wellbeing Worker and Drug and Alcohol team to assist individuals with drug & alcohol or mental health issues

Other Services

Our Service has various clinics which include:

Women's Health

Podiatrist

Immunisation Clinics

Diabetes Clinics

Men's Group

Women's Group

Marrabinya Mums and Bubs Group

Hearing Screenings

Asthma Clinics

Some services provided by the AMS are free of charge and are all **strictly** confidential