

Our Practice:

Galambila AHSI has been operating since Oct 1998 and is governed by a Board of Directors, that is voted in by the membership of Galambila Aboriginal Health Service Incorporation.

Galambila prides itself in providing top quality and culturally acceptable health services.

Services Available:

General Practitioner (Doctors), Coordinated Care, Clinic Nurses, Child & Family Nurse, Immunisations, Hearing Health, Home Medication Reviews, Aboriginal Health Assessments, Respiratory Clinics, Diabetes Clinics, Cardiac Clinics, Mental Health Support, Quit Smoking Programs, Early Intervention of Chronic Disease, Outreach Services, Transport. and the Aboriginal Midwifery Services

Visiting Services:

CHES Disability Employment Services. Drug & Alcohol Services, Adult & Child Psychologist, Psychiatry, Optometrist, Podiatrist, Paediatrician, Geriatrician, Endocrinology, Exercise Physician, Nutritionist and Podiatrist.

Appointments to visiting specialists are made through referral from the Doctors.



Giinagay

(Welcome)

Office Hours

Monday to Friday
8.00am - 5.00pm

Doctors Hours

8.15am - 4.30pm

Closed Tuesday Afternoons

1.30pm - 3.00pm

Galambila is located at

9 Boambee Street Coffs Harbour

Contact Galambila on

 | 02 6652 0800

 | 02 6652 2563

 | www.galambila.org

 justgiving.com/galambila.



**GALAMBILA
ABORIGINAL
HEALTH
SERVICE**



*Practice
Information*

A Bulk Billing Service

Galambila Contact Methods

- Phone call
- In person face to face at the clinic
- SMS for appointment reminders
- Email if preferred
- Fax if applicable
- Languages other than English

Galambila will offer an interpreter service via telephone to clients if required.

Receiving Medical Results

The Doctor will advise when they expect results to arrive at the practice. Results will not be discussed over the phone, please re-book an appointment with the Doctor to discuss your results including follow up care and re-issuing of prescriptions.

Reminder System:

Our practice is committed to preventative care. Your doctor will seek your permission to be included on our reminders system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care e.g. annual Aboriginal health assessment. If you do not wish to be part of this system please let the Doctor or Aboriginal Health Worker know. In some cases, the reminders can also be sent from other places e.g. the government pap smear register (for detection of cervical cancer).

Appointments

Morning Walk-In No booking required 8.15am to 12.30pm | Afternoon Appointment from 12.30-4.30pm Bookings Required

Booking Process

☎ | 02 66520800 preferred method

✉ | Reception@galambila.org.au

After Hours Medical Treatment

Please contact Coffs Harbour Health Campus on 02 6656700 or present at the Emergency Department

Fees and Billing Arrangements

At this practice all fees are bulk billed. Some referred specialists may not bulkbill. There are no fees for cancellations or missed appointments

Appointment Cancellations

Please advise reception in advance if you are not able to make your appointment. Advanced notice of cancellations is always appreciated.

Your Rights

As a client of Galambila AHS, you have the right to make a complaint about services you received that did not meet your expectations.

In the first instance, discuss your concerns with the staff member that administered your health care or the Executive Manager of Clinical Services or Community Health Services.

If you are still unsatisfied with the response you receive, you can choose to make a formal complaint in writing to the Chief Executive Officer, PO Box 4186 Coffs Harbour NSW 2450 or you could raise your complaint directly with The Health Care Complaints Commission on 1800043159.

Management of your Personal 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 authorized members of staff.

Accessing your Personal Information:

If you would like to access your personal health information, please see reception staff and they will forward your request onto our Clinic Nurse. We will ensure you are able to access your information in a timely manner.