



Youth Health Clinic Patient Information Sheet 2017

What you can expect from the headspace Youth Health Clinic

The headspace Youth Health Clinic operates within headspace Dandenong and Narre Warren Centres providing confidential, accessible, respectful and high quality health care for young people aged 12 to 25 years. Services include:

- Sexual health including contraception, sexually transmitted infection testing and pregnancy care
- Vaccinations
- Assessment, diagnosis, education and management of any health condition/illness including chronic health care
- Youth health screening and general check ups
- tests including pathology and imaging and specialist referrals

Home Visits

Doctors (GPs) are available to make home visits in some special circumstances. Please discuss this with the doctor.

Costs

Consultations with the doctors are free (bulk billed) with a valid Medicare card. Consultations with the nurse are also free and do not require a Medicare card. Please bring your Medicare card or number and if applicable Health Care Card to each appointment. Any tests or procedures, x-rays or medications ordered by the doctor may incur a cost, please discuss with the doctor or nurse during your appointment and/or the provider at the time of booking a test to confirm any out of pocket cost.

Appointments

To ensure you have enough time with the nurse or doctor we use an appointment based system. Appointments can be made by phone or in person. Long appointments are available upon request for complex or multiple health issues. You can request which doctor you would like to see, however please note our doctors are only available on certain days and at certain times.

After hours (you need Medical care and the Youth Clinic is closed).

The Youth Health Clinic does not provide after-hours consultations. For after-hours medical care if applicable call your regular doctor. If closed, visit www.nhsd.com.au to find your nearest doctor. For Youth Health Clinic after-hours care, phone the Home Visiting Doctor Service on **13 74 25**. For medical emergencies call 000 and ask for an ambulance, or attend the Accident and Emergency Department at Casey Hospital, 62-71 Kangan Drive, Berwick, phone: (03) 8768 1200 OR Dandenong Hospital, 135 David Street, Dandenong, phone: (03) 9554 1000.

Practice Location

headspace Dandenong

211 Thomas Street
Dandenong VIC 3175
Phone: 1800 367 968
Fax: 03 9793 4992

headspace Narre Warren

66 Victor Crescent
Narre Warren VIC 3805
Phone: 1800 367 968
Fax: 03 8738 9888

Practice Hours

headspace Dandenong

12.00 midday to 6pm Tuesday
12.00 midday to 6pm Thursday

headspace Narre Warren

2.00 pm to 6.00 pm Tuesday
3.00 pm to 6.00 pm Friday

Phone Calls and SMS appointment reminders

Medical staff are busy during consultation hours and may be unable to speak to you. If a doctor or nurse is with a patient or not on site a message will be sent to return your call. All urgent calls will be dealt with promptly. This practice uses SMS appointment reminders which you are required to agree to receiving. Speak to reception for further information.



Test Results

Test Results are best managed by discussing how you will receive these with the GP who ordered the tests (email or SMS are options but only with your permission). Results are best discussed face to face with the GP.

Privacy

All personal and health information is managed in accordance with the Health Records Act 2001 (Vic) and the Privacy and Data Protection Act 2014 (Vic). headspace Youth Health Clinic has a Privacy Policy and all staff have signed confidentiality contracts. Please see our headspace "Your Information Its Private" information sheet for further details. You are also entitled to access your medical file. Please speak to a staff member for further details.

Reminders & Recalls

Headspace Youth Health Clinic has a system for follow up and recall of patients with abnormal test results and for this reason it is important that we always have your current contact details. We also have a reminder system for health prevention and maintenance programs for patients. If you do not wish to participate please discuss this with the GP or Youth Health Nurse.

Feedback OR Complaints

if you have any feedback good or bad we'd love to hear it. Please speak to one of our staff or fill out the feedback form located in the waiting area. If you wish to make a complaint we always aim to address your complaint directly, however if the issue cannot be resolved, the appropriate agency to contact is the **Health Complaints Commissioner** on **1300 582 113** (free and confidential).

Practice Facilities

headspace Youth Health Clinic caters for all young people aged 12 to 25 years including those living with a disability

- Main access via a wide electronic door
- Disability toilet access
- Disability parking adjacent to both headspace Centres
- Lift access (Dandenong headspace)
- Adjustable examination couches

Interpreters & Practice Information – ****To talk to any health care services through an interpreter call TIS on 13 14 15**

If you do not understand or are unable to read any information please let us know. Professional interpreters are available when required, on site (by pre-arranged appointment) or by telephone (24 hour access). Translated health information is available in a variety of languages at Health Translations website <http://healthtranslations.vic.gov.au/>

Our Team

Medical

Dr Carol Head	MBBS, FRACGP, MPH, Grad Cert Acupuncture (Narre Warren)
Dr Chris Kozlovski	MBBS, FRACGP (Narre Warren)
Dr Farazadak Al-Wahab	Consulting Psychiatrist
Dr Joy Khoo	MBBS, FRACGP (Dandenong)
Dr Andrew Mau	MBBS, B Medicine, B Surgery (Dandenong)
Anne Clancy	RN, Nurse Immuniser, Certificate in Sexual and Reproductive Health FPV

Administration

Diana Aldri	Reception/admin	Waheeda Popal	Reception/admin
Emma Witzand	Reception/admin	Christina Molina	Practice Manager

Further Information

visit our websites at:

www.headspace.org.au/headspace-centres/narre-warren

www.headspace.org.au/headspace-centres/dandenong

