

Greater Western Aboriginal Health Service (GWAHS) delivers holistic comprehensive primary health care within the Western Sydney, Nepean and Blue Mountain Health Regions.

Our Vision

Is to provide and be recognised for providing the Aboriginal community of Western Sydney with high quality, appropriate, efficient and effective primary health care and related services

Our purpose

- To provide the highest standard of client care whilst incorporating a holistic approach toward diagnosis and management of illness
- We are committed to promoting health, wellbeing and disease prevention to all clients
- We do not discriminate in the provision of excellent care and aim to treat all clients with dignity and respect

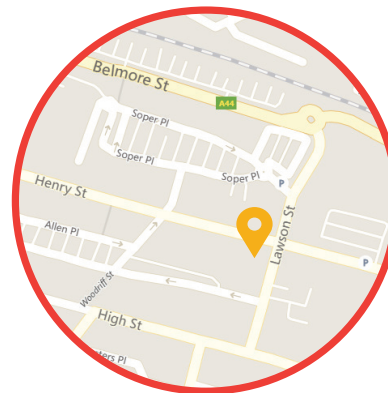
GWAHS – a Wellington Aboriginal Corporation Health Service entity



SERVICES PROVIDED

- GP Services
- Bulk Billing Services
- Health Checks
- Chronic Disease Management
- Child and Adult Immunisation

Open Monday to Friday, 9am - 5pm



📍 27-29 Lawson Street
PO Box 447
Penrith NSW 2751

☎ 02 4729 7300

✉ penrith@gwahs.net.au

www.gwahs.net.au



Greater Western
Aboriginal Health Service

Penrith Clinic



Appointment Booking:

- Patients need to have a booking if they wish to see a GP
- When booking an appointment for a particular GP please advise us when you call
- Please inform us if you do not possess a Medicare card, so an application process can be organised before initial consultation. This will ensure you will be bulk billed & wont be charged the standard Medicare fees

Longer Appointments

Our standard appointments are 15 minutes. Longer appointments are required for Aboriginal Health Checks (715), GP Management Plans and Minor Procedures.

Referrals

- If patients require referrals to allied health and/or health specialists an Aboriginal Health Check (715) will need to be completed first
- Aboriginal Health Practitioners and Registered Nurses will provide triage and screening of all patients prior to their GP consult

Transportation

- GWAHS transportation is supplied to patients who meet the eligibility criteria i.e. children, elderly, disabled
- Transport can be provided for you from your residential address as documented in your patient file
- If you require medication please advise so the transport officer is able to arrange a pharmacy visit back to your residential address
- Please inform reception if you require baby seats for your child to be transported to and from the clinic. We are unable to transport any children not

fitted in the age appropriate restraint

- Patients are required to be ready one hour prior to appointment time. If you are not contactable, we reserve the right to cancel your transport booking

Medicare / Fees

- GWAHS is a bulk billing Medical Service. It is imperative that you bring your Medicare card and any concession cards with you and present to reception on arrival
- Appointments for onsite specialist clinics are covered under Bulk Billing Medical services

Home Visits

Home visits are not routinely conducted. In exceptional circumstances, an Aboriginal Health Practitioner and/or Registered Nurse and a GP may be able to conduct a home visit, please discuss this with our Practice Manager.

Follow-ups / Reminders:

- GWAHS operates a recall system for patients undergoing clinical investigations or appointments. Reception will phone to remind you of your appointment/follow-up
- Clients who are currently undergoing clinical investigations will receive a phone call or written letter by a GWAHS Doctor. Clients are required to book an appointment with reception for follow-up
- Updating your personal details at reception will ensure you are kept informed if you require a follow-up appointment or recall
- Results will not be given over the phone for confidentiality reasons—you will require a follow up appointment with your doctor to discuss results
- Clients who are scheduled for transportation will

receive a courtesy call the afternoon before their appointment.

After Hours Care

If you need after hours care, please call:

**Sydney Medical Service Co-Op Ltd on
1300 466 347**

GWAHS Practice Staff

Aboriginal Health Workers, Transport Officers, Registered Nurses, Receptionists, a Practice Manager and General Practitioners.

Your Rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the receptionist. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery there are several options available including the Medical Registration Board, Australian Medical Association (AMA) or Health Care Complaints Commission at:

**NSW Health Care Complaints Commission
Level 13 323 Castlereagh Street Sydney NSW 2000
Locked Bag 18, Strawberry Hills NSW 2012
Phone: 1800 043 159 (toll free)
(02) 9219 7444, Fax: (02) 9281 4585
TTY: (02) 9219 7555
e-mail: hccc@hccc.nsw.gov.au
Website: www.hccc.nsw.gov.au**