



GOOLUM GOOLUM ABORIGINAL CO-OP
43 Hamilton Street, Horsham
5381 6333 (Phone) 5381 1563 (Fax)

Surgery Hours: Wednesday 9am – 4:30pm

Practice Doctor

Dr. Ashubabu Thadi

Health Services/ Practice Manager

Kathryn Young

Practice Nurse

Kathryn Young

Receptionist

Jeremy Newell

Practice Services

Doctors: Every Wednesday 9am-4:30pm
Podiatrist: Every 3rd Wednesday 2pm-5pm
Dietician: Every 2nd Monday 10am-4pm
Diabetes Educ: Every 2nd Monday 10am-4pm
Nursing: Mon-Thurs 9am-5pm
 Fri 9am-4pm

Adult & children health checks, chronic disease management, Pap smears, ECG's Cholesterol checks, vaccinations, dietary advice, foot care, diabetes education, counseling, substance misuse advice, wound care & pregnancy support.

After hours & Emergency:

Lister House Clinic Triage Nurse and access to doctor if deemed necessary.
ph: 53 820011 6pm – 8.30am weekdays and from 12 noon Saturdays and Sundays until 8.30am the following day.

Westvic After Hours Health Advice:

1800 641 395 6pm – 8:30am

Wimmera Health Care Group: 53 819 111

Emergency Phone: 000

Appointments:

Ring 53 816 333 for an appointment, every effort will be made to accommodate your request with GP or Health Professional of your choice.

Emergencies will always be given priority. If the GP has been called away or any unforeseen delay staff will attempt to contact you.

Long Consultations:

Longer consultations are available; please speak to our receptionist if you require extra time. Home visits are available if necessary, co-ordinated between GP and health services manager.

Billing Arrangements

All services at this clinic are bulk billed. Please provide your Medicare and Healthcare/Pension card (if applicable) to all appointments.

Telephone Calls & Communication with Doctors

Patients have access to the GP via telephone to discuss their medical care when a consultation is not deemed clinically necessary. The patient is to contact the Health Service Manager who will speak directly to the doctor to decide if the patient is to be seen directly by the doctor or if phone contact would be most appropriate.

Electronic communication such as E-mail is not utilised by this practise.

Recall & Reminder System

We operate a recall and reminder system for your health needs and follow up test results

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 authorized members of staff. You have the right to access your personal health information, address such requests in writing to the Practice Manager.

Patient Feedback

Our practice has a process in place to collect feedback from patients through a patient survey. Our practice provides patients with the opportunity to provide compliments, complaints or suggestions.

Health Complaints Agency

Health Services Commissioner

Complaints and Information - 1800 136 066

Translating Services

Translating services are available – please discuss this with the receptionist at least 2 days prior to your appointment. Translating & Interpreting Service (TIS) 1300 655 082

